

Dear Mr / Mrs,

I am writing to express my strong dissatisfaction with the dishonorable treatment I received from your company in my recent last order.

First of all, the product they gave me was not the model I ordered, it was a more expensive model (I overlooked it).

What I cannot ignore is the fact that it malfunctions.

The monitor has an exaggerated amount of dead and fixed pixels.

As if that were not enough, it also presents the backlight bleeding bug. At times when the screen should be emitting a dark color, an annoying light comes in from the edges.

I hope for a prompt solution either by repairing my monitor or changing it for a new one.

My work depends primarily on image quality, since I am dedicated to graphic design.

I provide the documentation of the purchase as well as the invoice awaiting your response.

Yours faithfully,

Pedro Sánchez.