

Hi Mr Hani

This is Marwa Karaja and I am writing to you as a customer who recently purchase the printer program from your company.

I have encountered an error while using the program, and I am seeking assistance to resolve this issue .

The specific error that the program appears a message repeatedly and I do not understand it's meaning.

I have attached a file to this email that includes screenshots to provide a clear understanding of the error.

I look forward to your prompt response.

Sincerely

Marwa Karaja