Email from Mark:

Hi Mark,

I received the wired mouse and the speakers I ordered in your e-shop but there are some problems with them. I am sending them back. Will you send me new ones? I also need a new printer – could you send me a comparison of the HP 3525, Canon iX6550 and Epson XP-102?

Thanks for your reply,

John

Email to the colleague Peter:

Hi Peter,

I'm sending you back the broken wired mouse and the speakers. The mouse has probably old firmware. Please, can you fix this issue and send it back to me? Thanks. I'm not sure what's wrong with the speakers. Client says that it doesn't work, but it works fine to me. Maybe he has old drivers on his sound card. Please, can you check the possible problem and send it back with the wired mouse?

Thank you,

Mark

Reply to John:

Hi John,

I'm sending to you the new wired mouse and the speakers. I apologize for caused inconvenience. About the printers. Do you prefer price or quality? The cheapest one is Epson XP-102. It costs only $65, but it's quite slow (6 black / 3 colour pages per minute) and max resolution is 5760 x 1440 dpi. The most expensive printer is Canon iX6550. Canon has perfect resolution (9600 x 2400 dpi), but in my opinion it's really heavy (7,6 kg). Anyway, my favourite printer is HP 3525. This one has perfect balance between price and functions and it costs only $105. I think, that the HP could be really good choice...

Please accept my apologize and say hello to Mary.

Mark Zuckerberg

Technical support