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January 6, 2017

HTW Dresden Dezernat Technik

Friedrich-List-Platz 1

01069 Dresden, Germany

Dir Sir or Madam,

I am writing to inform you of the dissatisfaction a considerable number of our clients have had with the Neuralizers. On 12 December 2016, we placed an order with your firm for X Neuralizers. After that, since we launched the Pokémon Reality Gear together with the Neuralizer, we have received more than 150 complaints.

Our clients have contacted us reporting that the power indicator of the Neuralizer does not function. The light does not glow green or red at all. Therefore, they have been having trouble charging the device as they could not know whether it has been charged or not. Some clients have written that after letting the device charge for an amount of time they tried to expand the Neuralizer. This didn’t work either. That’s why we believe there is a problem with the batteries or the charger. We have advised these clients not to use the Neuralizer until we can offer them assistance and have taken the devices to repair them.

Our company has been put in quite a difficult position, because our clients are becoming impatient and our technicians, who are not specialized in that field, cannot help them with the Neuralizer. I would also like to point out that our clients have expressed disappointment in their complaints.

We ask of you to send us technicians who can help us assist our customers as we are afraid we will be receiving other complaints in the future. In addition, we want to send all the faulty devices to you so that you can repair or replace them. We expect to receive them back in three weeks’ time in an effort to send them to our customers as soon as possible. I am enclosing copies of all the complaints we have received.

If your company cannot fulfill these conditions, then we expect you to fully refund our clients. Otherwise, we may be forced to take legal action.

I am certain we can solve this problem together, because I know you take product quality very seriously. Please contact me within three workdays through the provided phone number. I am looking forward to hearing from you.

Yours faithfully,

Anxhela Merko

Sales Manager