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PrimoPaint Ltd.

Schillerstraße 22

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January 15, 2017

Dear Ms. Ritter, Mr. Park and Mr. Fitzsimmons,

We have received your recent letter dated January 9, 2017 concerning the Pokémon Reality Gears. We are very delighted to hear our VR-Gears have made your employees happy. Thank you for letting us know about the possible flaw in the built-in microphones, as we want to ensure full customer satisfaction.

We would like to ensure you that we will look into the matter within the next 14 days. The Pokémon Reality Gear comes with a 2-year long guarantee, so all the faulty devices will be repaired as soon as we find the problem.

The Gears are always tested before delivered. That’s why our technicians believe that the flaw might not be in the built-in microphone, but lies somewhere else. We would like to ask you and your employees to be patient, because solving the matter might take longer than predicted.

Please allow us to express our sincere apology for the inconvenience we might have caused you. In addition, we would like to give all your employees a 15% discount at our online shop as a gift.

We look forward to making business with you in the future and assure you that such inconveniences will not happen again.

Sincerely,

Jonatan Strube Anxhela Merko

Sales Managers