Dear Sir or Madam,

I am writing to inquire about certain malfunctions that have been occurring occasionally on the laptops your company supplied us with.

I am afraid that there are a lot of complaints about the laptops you supplied us with having malfunctions. The most common of these malfunctions are: spacebars not working, unexpected shutdowns, screens turning all pink, and most of all, screens closing due to too smooth hinges.

To explain the malfunctions a bit more, on almost all the laptops, when pressing the spacebar, nothing happens. The laptops who do have functioning spacebars, and some of the others, shut down at the most inconvenient of times, making my employees have to redo the work they have not yet saved. A lot of screens tend to turn all pink as soon as they have been fully booted, making my employees unable to see what they are doing. Screens tend to close all of a sudden when they are nog positioned very precisely, which often leads to injured fingers.

Of course, as you might understand, these malfunctions are very inconvenient, and I, as head of my department, am getting a lot of complaints from my employees. Properly working laptops are or vital importance in my department, for without them, we cannot possibly pay the wages of our employees.

Therefore, I urge you to send someone over, with all due haste, to take all the malfunctioning laptops with him for repairing and to give us temporary replacement laptops for us to be able to continue our work.

I look forward to hearing from you soon.

Yours faithfully,

Thim Heider,

Department of wage payment, NUON