From: [felix.valentin@latzka.müller](mailto:felix.valentin@latzka.müller)  
To: [info@maxpro-it.com.jp](mailto:info@maxpro-it.com.jp)  
Date: 27th February 2023

Subject: MaxPro tablet computer

Dear Sir or Madam,

I am writing to complain about my purchase which was delivered in a damaged state. Furthermore, I am sorry to say that I was extremely disappointed with your support services.

On 20th February, I placed an order with your company for one MaxPro tablet computer. When the device arrived on Friday I soon unboxed it and started using the product. However, right after booting up the first time, the tablet turned itself off immediately. Since then, nothing has changed.

To make matters worse, every try of getting help from your support team failed miserably. First, all pages took forever to load. Second, there was this confusing AI chatbot. Finally, none of the presented solutions solved my specific problem.

As a consequence, it was impossible for me to use this tablet for educational purposes. Therefore, I fell behind at school and was forced to buy additional paper sheets for taking notes. As you can imagine, this caused a lot of stress and anger.

This poor service could be improved easily by implementing a support hotline. Furthermore, this hotline should be available eight hours a day, five times a week and maybe some employees want to work on weekends.

I would appreciate it if you replaced the broken product with a fully functional one. Unless I receive the new tablet by the end of this week, I will have no choice but to enforce my warranty claim.

Yours faithfully,

Felix Valentin Latzka-Müller