

Negative message

Business



Robertson's Refurbishers, 14297 Las Virgines Road, Yorba Linda, CA 92887.
Alyssa Giordano, Our Lady of Angels, 2567 Magnolia Lane, Los Angeles, CA
90028.

Dear Madam,

Re: Claim on overheating computer

We have received and noted the content of your letter on claim for overheating computer but wish to inform you that we will not be able to accept the computers for a cash refund. Our return policy and nature of the claim, your reason for returning the computers explains our position.

We are both aware that our computers are reconditioned and we therefore do not expect them to operate at the same level of efficiency as new computers. We however test our computers for safety and any defect that may be realized is certified to meet safety condition. Based on this knowledge, we expect reasonable overheating when a computer runs for very long hours and we expect you to be modest in using the computers. You can, for example, log off the machine and let it rest for a while to avoid such overheating. Further, identifying a complication in one of your computers does not meet terms of return policies for all computers purchased with us. If the computer with the complication met our return policy terms then we would act on the specific computer only. In addition, our return policy provides for replacement of computers that fail to work within six months of purchase but overheating does not amount to failure to work and refund is not part of our return policy.

I therefore wish to note that the realized overheating, together with our return policy, does not justify your claim. We shall therefore not be able to accept the computers or offer refund. The company however affirms its

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efforts to ensure quality products and to take responsibility for products that fail to function. Thanks for understanding and we look forward to further business encounters with you.

Yours sincerely

(Name)

Customer Service Representative

Robertson's Refurbishes