

Dear Sir or Madam,

I am writing to complain about the Acer notebook which I purchased from your e-shop 10 days ago.

When I turned the computer on for the first time it worked well; however, after several hours of usage the system unexpectedly shut down. I tried to turn it on again numerous times but the system ~~will not~~ (did not) start.

Furthermore, the hinge on the right side of the screen is broken and it is not possible to close the notebook's lid properly.

Since I need the computer for my studies, it is a very unpleasant situation for me.

I am sending you the notebook back. Together with the product I am also enclosing the warranty card. I expect you to repair all the product's issues or to send me a full refund for the cost of the computer.

I look forward to hearing from you soon.

Yours faithfully,

Jane Doe

- Organization