0000 McDougal Rd, #123
Del Valle, TX 78000
February 12, 1994

Magnon Computer Systems, Inc.
P.O. Box 3919
El Camino, AZ 80006

Gentlemen:

This letter is in reference to my purchase of a Magnon JX-200 inkjet printer from Best Price #104 in Austin, Texas on November 11, 1993. Specifically, I am writing about your company's rejection of my request for a rebate as advertised for JX-200 printer.

I originally paid $269.97 (excluding tax) for the Magnon JX-200 inkjet printer and have since been waiting for the promised $30 Magnon rebate which was advertised by your company. I just received your letter and was surprised to find you had rejected my rebate claim. I believed I had made it clear as to the reason why I could not provide you with all of the material requested on the rebate coupon, particularly the serial number label from the shipping box, in the original letter (January 15) I sent you with the claim.

Once again, let me emphasize that there were no coupons available at the time when I purchased the BJ-200. Even after repeated visits to Best Price, I did not receive coupons until three weeks later. Unfortunately I had already disposed of the shipping box and consequently the serial number label attached to it and was unable to provide it as requested by the rebate instructions.

This was the reason that I sent a photocopy of the purchase receipt in the original letter even though it was not required. I am now including the original letter with the photocopy of the purchase receipt and a photocopy of the serial number located at the rear of the printer.

Although I am quite happy with the printer, I am very concerned about the problems I am having with this rebate. Especially disturbing is the fact that you stamped MUST BE RESUBMITTED AND POSTMARKED BY JANUARY 31, 1994 on the letter you sent me while the envelope (photocopy included) clearly shows that it was not mailed until February 4, 1994.

In the interest of fair play and in keeping a future customer satisfied, I hope there will be no further delays in resolving this problem. I expect to receive the rebate within the month and thank you for your prompt attention to this matter.

Sincerely,

Maria S. Alguien
Encl.: Copies of original letter, sales receipt, serial number