

Larissa Borges Lima
Brasília, Asa Norte
SCLRN 711 Bloco G

Melissa Adams
Lightning Bolt Electronics.
34 Harbor St.
Chicago, IL 6000-6789

Dear Melissa Adams,

I am a long term customer at Lightning Bolt Electronics. While I've always appreciated your company's excellent service and products. I'm writing to express my dissatisfaction about a recent order that I made.

On March 7, 2022, I purchased a cellphone from you: an Iphone 12s pro max, with 128gb at a price of R\$8,991

The purchase agreement was made online, at your official website. My reason for choosing this model was that you advertised it on your website as having the new dual-camera system and a good speaker. Unfortunately, neither of these functions are working properly. The camera continues to show a black screen and the speaker has issues like, it doesn't emit sound from the receiver when I make or receive calls.

For these reasons, I would ask you either to refund the purchase price in full or send me a replacement handset. Please respond at your earliest convenience.

Sincerely,
Larissa Borges Lima.