

Mary E. Bowen
623 Cloudland Dr.
Stockbridge, GA 30281

January 10, 2012

Best Buy
Consumer Complaint Division / Legal Department
7601 Penn Avenue South
Richfield, MN 55423

Re: Final attempt to resolve dispute

Dear Best Buy official,

This letter is the final attempt to resolve a dispute with your Geek Squad precinct located at your store in Morrow, GA. During the first two weeks of August, 2011 I dropped off my HP desktop computer for service. I was notified by store personnel a couple days later to come pick up the computer. While picking up the computer I was informed that they were unable to fix the computer and that they had sprayed the inside of my computer with an insecticide. I never gave my permission nor is it reasonable to believe that treating an electronic device with insecticide is anything short of negligent. I dropped off the computer with a power issue and picked it up as a total loss. The computer was purchased for approximately \$1,000 dollars and was around 3 months old when I took it to the store for service.

I have made several attempts to resolve my problem. I discussed my problem with your store manager and I made contact with your 800 number. To this day the dispute remains unresolved. I am writing this final letter in an attempt to resolve my dispute short of going to court. To prevent legal action I am requesting a settlement of \$900.

Please contact me within 30 days to discuss or honor my request. I have prepared a complaint for submission to the proper agencies for investigation. I will not file the complaint if you resolve the problem within this time period I have indicated.

Thank you for your anticipated assistance in resolving my problem. Please contact me at (678) 272-6429 if you have any questions.

Sincerely,

Mary E. Bowen