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Dear Meg Whitman and all of HP,

I first want to start off by saying that I currently own 3 HP laptops, and there are 4 total in my household. One of these units does not turn on anymore, one is old as sin, and the other two are relatively new. My main inquiry is with my most recent purchase, a DV6, which I purchased brand new from your website in April of 2010. I was very pleased with my purchase because it’s a very quick laptop, which is exactly what I needed for my DJ business. I decided that this laptop was going to be used strictly for business purposes, and would not be turned on unless I had to use it to DJ, or something related to that.

It saddens me to say that after a year and a half of owning this machine, it decided to not turn on merely hours before a gig. Needless to say this was very devastating to me as a business owner, and as a customer. I fully understand warranties and time constraints, but this machine, which I originally paid 1700 dollars for, should not have died on me in such a way so soon. Like I mentioned earlier, one of my other HP units will not turn on, and that’s to be expected because the unit is about 4 years old; but this one is barely 18 months old, 6 months out of warranty. Now in order to get it fixed, I had to pay another 350 dollars, on top of the original price, for a working product.

I have stood by your company and gone on about how much I love your products, and even entrusted my business with them, but it’s heartbreaking to say that I might have to look elsewhere in the future because of this incident. Not only do I have to dish out more money for a product that should still be working, but I am also out of a laptop for approximately two weeks while I wait for them to fix it and ship it back to me. As a business person, I am sure you can understand my plight.

What I’m asking, is that you either reconsider the charge of the repair for my laptop, or send some type of compensation for my dismay. I would love to continue supporting HP, but as stated before, I am just thoroughly distraught about my experience, especially with such an expensive machine.

Thank you for your time reading this and I hope some sort of actions will be made to keep my business with HP on a good note. I would hate to have to go to Apple after all the time I’ve spent supporting HP products.

Your move HP,

-Steve Albini