

Greg Lehey
PO Box 460
Echunga SA 5153
Australia
8 July 2002

Davey Products Pty Ltd
2 Hargreaves St.
Huntingdale VIC 3166
Fax: 1300 369 119

Dear Sirs

On 21 June this year, I wrote to you to express my extreme dissatisfaction with your products and service, and to ask you to remedy multiple problems which have occurred, for which I consider you responsible. I asked for a resolution by 5 July. The only response I had from you was a mail message asking for clarification of the term "power cycle".

As I said, I was extremely dissatisfied before. Your reaction suggests that you are completely indifferent to issues of customer satisfaction. I give you until 12 July to make up for these shortcomings. If by then I am not satisfied that you are attempting so solve the problem, I will involve the South Australian Office of Consumer and Business Affairs in the problem.

Sincerely

Greg Lehey