

05 February 2007

Clive Anthony's Labrador
138 – 146 Brisbane Rd
Labrador QLD 4215

Attention: Store manager

Attached is the copy of the letter dated 11 January 2007 posted to your store's address. As nothing has been done about this matter we have contacted head office of Clive Anthony's, to which they have not sorted this matter out either. Though at this stage we have been advised to take this matter to court by consumer affairs, we felt the need to give you one last chance to refund the monies and sort this matter out.

This letter along with the previous as stated will be delivered personally on February 6, 2007 to Clive Anthony's Labrador along with the camera to be refunded to sort the matter out by obtaining a refund.

We have requested a refund on the basis as stated and due to the fact of hassles with Fuji and your staff in-store the camera has been replaced with money from our own pocket. Therefore we do not need the camera purchased through your store or the hassles.

We were going to make an offer of an exchange for a **Canon MV940 Digital Video Camera \$469.00 & Secure Digital Card 4Gb(SD) \$79.00** plus the \$30 difference in cash but after being lied to on several occasions by Clive Anthony's have requested a refund as outlined as we cannot now trust Clive Anthony's

The customer advises they have not received a proper Tax invoice and request a detailed Tax invoice as per the Australian Tax Office specifications to replace invoice number 1343434, dated 23/06/06. Furthermore consumer affairs advised as per your invoice the terms could not be viewed therefore could not be acknowledged until receipt of the invoice after purchase.

Refund requested to the amount of \$578.00

Being \$449.00 for item number 92395 for a Fuji S5600 Finepix camera
Being \$129.00 for item number 98136 for an Olympus 1 gig XD memory card

The remaining item does not have a problem being \$249 item number 92548 Canon IP 5200 printer.

Should we not get satisfaction in the form of a refund on February 6, 2007 from Clive Anthony's Labrador we may consider charging for the time wasted by your staff and will be taking action to recover the damages caused.

Regards