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Registered Letter /Eingeschrieben
Jonathan Ernst

[Redacted]
[Redacted]

05.01.09

Your request for a refund of Licence Fee

Dear Mr. Ernst

We duly received your e-mail and regret to inform you that HP does not offer a *pro rata* refund for any product components (including operating systems) pre-installed on our computers but which customers do not wish to use.

Customers do have the right, based on the HP Return Policy, within 14 days of purchase, to return the entire unused PC (i.e. hardware and software) and receive a full refund of the purchase price.

Our Return Policy is in line with industry best practice. Be assured that we are keeping our sales strategy and return policies under review ensuring that we are able to meet our customers' requirements as they develop over time.

Due to this reason we can not accept your request for CHF 180.-

We hope this clarifies our policy for you.

Yours sincerely,

Supervisor Customer Relations Team

Customer Relations Team