

Subject: R574442246 – defective laptop
From: "Andrew G. Watters" <andrew@raellic.com>
Date: 2/6/25, 7:24 AM
To: support@frame.work

Dear Framework,

I'm writing to let you know that I'm very disappointed with your company for the following reasons:

1. You delivered a defective device to me with a non-functional screen. Especially disappointing considering that it was fully loaded at nearly \$3,000.
2. You ghosted me after I sent in a support request seeking a solution to the broken screen.
3. You disputed my resulting American Express dispute by falsely claiming that you never heard from me, and stating that I had not tendered the laptop back.
4. After I sent you the laptop back with a refund request and a reference to the Uniform Commercial Code, you falsely told American Express that I had not returned the laptop.

You have the new-condition device and my money, and you refused the refund while falsely claiming that I haven't returned the product. Thus, you have committed grand theft. I'm at the point of filing a police report for grand theft of \$2,842.01, and a small claims court claim because I have no other recourse and this is ridiculous.

Please let me know if you will issue the refund and close this out. This is not how you're supposed to run a computer business.

Regards,

Andrew Watters

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