**** ********* Ave.
Falls Church, VA 22042
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March 9, 2006

Customer Service
Westinghouse Digital Electronics
16257 E. Gale Avenue
City of Industry, CA 91745

Dear Customer Service,

I am writing regarding the Westinghouse LCD monitor that I purchased several months ago. The monitor that I have is Model: LCM-17v2 SL. Overall I have been quite satisfied with the monitor and the purchase price was quite reasonable. However, I now have a problem of my own doing that I'm hoping you can help me resolve.

I purchased the monitor for my mother to use and when I later upgraded her to a larger monitor I moved this Westinghouse LCD back to my house. Somehow during the move the AC adapter for the monitor was lost. So I now have this very nice monitor but no way to power it.

On the back it specifies DC Input: 19V 2.6A and I've searched around on the internet for a way to purchase a replacement power adapter but I've had no luck. I searched the Westinghouse Digital web site for information on how to acquire a replacement power adapter but I didn't find any options.

Now I'm writing to you – hoping that you're able to point me in the right direction. Do you know where I can get a replacement power supply? I'm more than willing to pay a fair price for a replacement, since I'm the one who lost the original.

Also, I should tell you that I'm writing this letter in conjunction with an online experiment. I am posting my letters and any responses I receive in my blog, which is located at www.bubbashout.com/service. The purpose of the experiment is to see what kind of customer service I get as a result of sending letters and emails to companies whose products and services I use. If you prefer that I don't post your response to my blog, just let me know and I'll keep it private.

Sincerely,

Andy Rankin