

Roman Cappello

9009 Hot Dog Dr.

Marysville, WA 98270

April 20, 2026

Avio Electronic Birds Inc.

3456 Nothing Ave.

Austin, TX 78734

To Whom It May Concern:

I placed an order for your new RoboBird S2 on March 11th (Order number 2373246389) and received my RoboBird S2 in the mail on April 15th. When I opened my package, I was taken by surprise at how poorly built my RoboBird was. The left wing on my RoboBird was bent out of shape and not functioning properly; it could not fly in the air without dive-bombing straight into the pavement. This, of course, brought other problems, and now it does not even turn on. I am sad that I cannot live my dreams of being a bird through a joystick.

Because of this, I am requesting a full refund or replacement of my product. Thank you for your anticipated response. My phone number is 123-456-7890, and my e-mail is notmyemail404@yahoo.com

Sincerely,

Roman Cappello