

20 September 2007

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ATTN : BRAD EVANS / CUSTOMER CARE CENTRE

Ref No : 2573870

I refer to your letter dated 17/09/07 received today.

I have spoken with Troy, Canon's authorised technician at Sunshine Coast Printer Specialists (SPCS) this morning who has confirmed matters that you have previously been made aware of by myself.

As a result of that conversation it is firmly established that your assertion that there was a fault with an ink cartridge when it was examined by SCPS in August 07 is false, your assertion that the ink cartridge was replaced because of the purported fault is false and therefore your assertion that a faulty ink cartridge is the cause of my complaint of excessive ink usage, is also false.

Considering the facts of this matter as brought to the attention of Canon over the past 9 months, your assertions are also ridiculous considering that the excessive ink usage has been continuous during the periods of replacement of a number of complete sets of cartridges, and remains to be continuous.

I have requested Troy to telephone you so that he can inform you of the true situation regarding your assertions.

As previously advised, this is predominantly a Trade Practices matter and as such unless you provide **an immediate resolution**, the smorgasbord of allegations I have against Canon will be filed at the Brisbane Registry of the Federal Magistrates Court of Australia without further notice to you.

Along with the remedial orders requested together with compensation for my wasted time and expenses, I shall be requesting various declarations from the Court against Canon along with aggravated damage for the conduct of Canon during this complaint process which includes the delinquent false assertions stated to me by Canon in writing.

I shall also be making a complaint to the ACCC.

Yours faithfully,

Gordon Craven

C.C. Troy - Sunshine Coast Printer Specialists, BY FAX : 07 5479 1824
CEO. Canon Pty Ltd, BY MAIL