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Steve Jobs
1 Infinite Loop
Cupertino, CA 95014
408.996.1010
United States of America

DATE

29. Oktober 2009

In-Ear headphones complaint

Dear Mr. Steve Jobs,

since several years I've purchased quite a decent number of Apple products and til now I have always been happy with them.

Today, I bought a pair of your In-Ear headphones and for the first time I got *heavily* disappointed by one of your products.

After paying more than 100 Dollars and trying them out I really have to admit that the sound quality is way beyond that what I had expected. In my opinion, the sound quality is so poor that your promise on the product's website of «rich, detailed, and accurate sound reproduction and amazing bass response» is simply a lie. This so called «Bass response» is so bad that any 20 Dollar In-Ear headphones could do better.

But the sound quality is not the only problem. Before buying this product I was really excited about the possibility to talk to my girlfriend using the built-in microphone though VoIP. But reality was different: After testing the mic for the first time by calling her using an iPod, we noticed that the sound output was so inconsistent that the volume went up and down all the time making it impossible to talk. Especially the louder parts were so intolerable that she had to hold her phone away from her ears to not loose her sense of hearing.

However, with this package I want to send back these headphones since I think that paying more than 100 Dollars for such a bad product almost borders on insolence. I always believed in equipment that offers high quality even if I have to pay more than for other products, but this time I am really disappointed.

Regards,

xxx

Attachment: 1 pair of Apple In-Ear headphones

Phone: xxx
e-Mail: xxx
HTTP: xxx