

12 November 2008

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Registered Office
Canon Australia Pty Ltd
1 Thomas Holt Drive
NORTH RYDE NSW 2113

BY FAX : 02 9888 3650 (2 PAGES)
AND BY MAIL : PO Box 313
NORTH RYDE NSW 1670

LETTER OF DEMAND

Dear Canon Australia Pty Ltd.

I refer to previous correspondence between us, and between myself and your Mr. Gonidellis (manager) and Mr. Evans of your Customer Care Department relating to my purchase of a Canon MP830 machine on 2 August 2006 (copy of invoice is attached).

I also refer to my website www.InkjetFraud.com which sets out many of my complaints regarding the machine along with a forum for persons with similar Canon complaints.

As per published on the said website, because of a 501 error the machine became completely useless and a replacement had to be purchased. That replacement is a Samsung SCX-4521F at a cost to myself of \$299-00 on 20 May 2008.

Your Canon machine is still available at 63 Nandroya Road, Cooroy QLD 4563 for your collection.

NOW TAKE NOTICE

Without prejudice and in an attempt to finalise this matter, you are required to notify me that you will reimburse my expense of \$299-00 for the said replacement machine and provide a reasonable timeframe to make that reimbursement.

If you fail to perform my requirement within 14 days, proceedings will be filed against you in a court of appropriate jurisdiction without further notice to you. Those proceedings along with the usual claims in such a matter, will also include a claim for aggravated damages and appropriate declarations.

Yours faithfully,

Gordon Craven

C.c. www.InkjetFraud.com
www.Fair-Trading.com.au