

Dear Junko,

Thank you very much for using our shop. I am very sorry to hear that you had some trouble with the phone you bought from us. Actually, sometimes the A phone 720 does have a problem playing video. I wonder if your phone camera is also broken.

In any case, could you please return the smartphone to our store. From next Monday we will be open from 9am to 7pm. If your smartphone is broken of course we will be happy to give you a refund, or you can exchange it for a different model.

I look forward to seeing you,

Mr Smith (Manager)