

Subject: Disappointed

From: Barry Drake <b.drake@ntlworld.com>

Date: 11/04/13 09:58

To: customer.services@currys.co.uk

Hi there I am writing to express great disappointment towards what appears to be company policy at Curry's/PC World.

I went in to your Nottingham branch with the intention of buying an HP Deskjet 2510 all-in-one printer. The branch does not stock that model, but a very helpful staff member pointed me towards the Advent Touch Print all in one which has a similar price and a better specification. So far, so good Then I asked about compatibility, and began to feel a bit like a leper when I said that my system is Linux ... I was very much out on my own, and the only help I received was the opportunity to research compatibility online.

I bought the Advent printer, and have it fully up and running and am delighted with the product. I am very disappointed with the lack of help both from staff and from the web-site which clearly declares that Linux is 'not supported'. This seems to me to be a very short-sighted policy when things are changing rapidly, and Linux is fast becoming a growing force in the market.

I have to say that my expectations of any result from this e-mail are very low indeed. It is convenient to be able to pop into a local store, but I imagine this may have been the last time for me.

Lind regards, Barry.

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Barry Drake is a member of the the Ubuntu Advertising team.