

3800 N Locust Grove Rd
Meridian, ID 83646
September 22, 2025

Manager
Best Buy
7601 Penn Avenue South
Richfield, MN

Dear Manager,

I have been a loyal customer of Best Buy for many years. Whenever I needed anything related to electronics, your store was always my first choice. Whether I was looking for gifts for birthdays and holidays, replacement appliances for my home, or just browsing the latest technology, I always turned to you.

However, I recently encountered an issue during my last visit. I went to your store to purchase a game for one of my consoles for the weekend. After buying the game and returning home, I opened the case only to find that the disc was scratched beyond repair.

I returned to your store to get a refund and to understand how this could have happened. After a lengthy process, I finally received a refund and decided to buy a different copy of the game. Unfortunately, the second disc was also scratched. When I returned to the store to request another refund, I was told that the store's policy would not allow it. By this time, I had already dealt with two damaged games, and it was already the weekend.

I appreciate your attention to this matter and hope to find a resolution.

Sincerely,
Ryder Jepps