

SHIMANO EUROPE B.V.

Head office:

High Tech Campus 92, 5656 AG Eindhoven, The Netherlands
P.O. box 1283, 5602 BG Eindhoven, The Netherlands
Phone: +31 (0)40 261 2222

Back office / logistics:

Industrieweg 24, 8071 CT Nunspeet, The Netherlands
P.O. box 180, 8070 AD Nunspeet, The Netherlands
Phone: +31 (0)341 272 222

Dr. rer. nat. B. Wittig

██████████
38448 Wolfsburg
Germany

Eindhoven, 12 February 2018

Subject: Shimano Alfine 11 hub

Dear Dr. Wittig,

We refer to your letter from 1 January 2018. Please allow us to once again emphasize that the quality and safety of our products is of utmost importance to us. We regret that you are not satisfied with your Shimano Alfine 11 speed hub.

We have diligently investigated your case and would like to inform you that – based on the information available to us – there are no indications for a product issue. In fact, apart from you, we have not received any similar reports.

Regarding the alleged incident of 16 September 2016, we understand that you are seeking compensation in the amount of EUR 233.00. Regarding the alleged incident of 7 September 2017, you have not yet quantified the issue. May we kindly ask you to provide us with respective details and evidence (e.g. invoices)?

Please appreciate that we cannot acknowledge any liability or responsibility for your alleged incidents. However, for reasons of customer satisfaction and goodwill, we would nevertheless be willing to finally and fully settle your case without acknowledging any legal obligation and without any prejudice to the factual and legal situation. Once you have provided us with the details and evidence, we would send you a draft settlement agreement.

We are looking forward to your reply.

Yours sincerely,



Peter Winterman

Sr. Manager Customer Service & Technical Support
Shimano Europe B.V.