

J une ,28 , 1971

Société Anonyme  
Longines  
Genève

Dear sirs,

Longines has been always a member of my family. I grew up knowing that Longines was the best watch all over the world. That was what my grandfather told me and what my parents usually said. They know that for sure because all the members of my family had a faithful Longines watch. Now I have two Longines, my daughter have one and, certainly, my first gift to my wife was a Longines watch.

But at the moment I am writing this letter my faith in Longines have began to tremble.

One year ago, on August 1970, I was in New York and I bought there for my wife a second watch. Naturally I choose a Longines. When I gave it to her in Chile, we noticed that the watch case had a defect and it was not possible to use the watch safely. It did not bother us because we had the Longines guarantee and we proceed to send the watch to the official agency in Chile, Casa Barros.

After ten months we have not have the watch repaired. Mr. Barros has been vary kind and he has told us that he has written to you but he has had no answer. That is the reason because I am writting to you. I do not want my money back. I do not want another watch. What I need is to have amain my faith in Longines organization. It is a part of my heritage!!

Would you be so kind to give your agent in Chile the proper direction? I should appreciate it.

Vary Truly yours

Sergio Vedanović

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