

*Date*

*Your Name*

*Your Address*

*City, State Zip Code*

*Your Phone Number*

*Your Email Address*

*Name and Title of Contact Person*

*Company Name*

*Mailing Address*

*City, State, Zip Code*

*Re: Account Number (if applicable)*

*Dear (Contact Person),*

*On (date}, I (purchased, leased, rented, or had repaired) a (name of the product, serial or model number or service performed) at (location, date, and other important details of the transaction) .*

*Unfortunately, your product (or service) has not performed well (or the service was inadequate) because (state the problem). I am disappointed because (explain the problem; for example, the product does not work properly, the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.).*

*To resolve the problem, I would appreciate (state the specific action you want- money back, credit on bank card, exchange, etc.).*

*I look forward to your reply and a resolution to my problem I will wait until (set a time limit) before seeking help from a regulatory agency, the Better Business Bureau, or legal resources.*

*Sincerely,*

*{Your signature and printed name}*