

IMPORTANT:

Send this letter by certified mail, return receipt requested

**[Your Name]
[Your Address]
[Your Telephone Number]**

**[Name of Manufacturer]
[Manufacturer's Address]**

Dear **[Contact Person]**:

On **[date]**, I purchased (or had repaired) a **[name of the product with the serial or model number or service performed]**. I made this purchase at **[location, date, and other important details of the purchase]**.

Unfortunately, your produce (or service) has not performed well (or the service was inadequate) because **[detail the problem]**..

Therefore, to resolve the problem, I would appreciate your **[state the specific action you want the company to take]**. Enclosed are copies of my records **[Include receipts, guarantees, warranties, cancelled checks, contracts, model and serial numbers, and any other documents]**.

I look forward to your reply and a resolution to my problem and will wait **[set a time limit]** before seeking third-party assistance. Please contact me at the above address or by phone **[include home or office numbers with area codes]**.

Sincerely,

**[Your Name]
[Your Account Number]**