

[Your Address]
[Your City, State, ZIP]
[Your e-mail address]

Date

[Name of Contact Person] (*if available*)
[Title] (*if available*)
[Company Name]
[Consumer Complaint Division] (*if you have no specific contact*)
[Street Address]
[City, State, ZIP Code]

Dear [Contact Person]:

Re: (*account number, if applicable*)

On [date], **I** [bought, leased, rented, or had repaired] **a** [name of the product, with 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: the product does not work properly; the service was not performed correctly; I was billed the wrong amount; something was misrepresented].

To resolve the problem, I would appreciate your [state the specific action you want: money refunded, repair, exchange, etc.]. **Enclosed are copies** (*do not send originals*) **of my records** [include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, or other appropriate documents].

I look forward to your reply and a resolution to my problem and will wait until [set a time limit] before seeking help from a consumer protection agency or the Better Business Bureau. **Please contact me at the above address or by phone at** [home and/or office numbers with area code].

Sincerely,

Your name

Enclosure(s)