

Instruction: This is a model letter. Adapt to fit your facts and circumstances

<date>

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

<Name>
<Address>
<Address>
<Address>

Re: _____

Dear _____ :

Our firm represents _____. _____ has engaged us to pursue legal action against your company for improper/unnecessary repairs to his Mercedes. However, prior to commencing legal action, we would like to give you the opportunity to refund _____ the \$ _____ which he paid your company for the improper/unnecessary repairs. If you are interested in trying to resolve this matter without the necessity of litigation, please remit a cashier's check or money order in the amount of \$ _____ made payable to _____ at the address below within ten (10) from your receipt of this letter. If the specified amount is not received by said date, _____ will have no alternative but to pursue appropriate legal remedies.

This is a very serious matter which requires your immediate attention. Please be advised that we have reviewed the information provided by _____, the invoices showing the work performed by both _____ and _____, as well as your letter of _____, 20 _____ to _____. Based on all the information available to us, we believe that your position of refusing to refund _____ money appears factually incorrect and legally insupportable.

Should you have any questions or desire to discuss this matter, please do not hesitate to contact me.

Sincerely,

By:

:
cc: