*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)*