

[Customer Name]
[Customer Address]
[Customer City, State, Zip Code]

[Date], [sent by email, mail, Certified Mail, return receipt, delivery confirmation]

[Business Name]
[Name of Contact Person], [Title]
[Business Address]
[City, State, Zip Code]
[Contact Person Phone Number], [Contact Person email]

Subject: Problem/Complaint with Product/Service Purchased

Dear [Business Contact Person]:

1. *Purchase Information:* On [date], I purchased [description of the product/repair/class/service purchased, include product brand name, model number/serial number, part number] from your business. I made this purchase at [location, sales rep, other important transaction details]. The purchase amount was [\$xx.xx], paid by [cash, check, credit card].
2. *Customer Status:* I am a [new, repeat] customer. I [have also/have not] had problems before.
3. *Problem/Complaint:* Unfortunately, [the product has not performed well] [or the class/service was not acceptable, not satisfactory] because [state the problem, defect, quality, description, error, omission].
4. *Proposed Solution:* I [have read, could not find] the applicable Terms of Service, Guarantee, Refund provisions posted on your business website, [and/or from the product manufacturer].

To resolve the problem, I would appreciate your [state the specific action or solution you want, refund, credit, fix, repair, replacement, cancel contract, change contract, perform class/service again].
5. *Documents:* Enclosed are copies [not originals] of my records [receipt, cancelled check, guarantee, warranty, contract, photos, email and any other related documents] concerning this purchase/repair/class/service.
6. *Response Due Date:* I look forward to your prompt reply and a quick resolution to my problem. I will wait until [due date] for a reply before seeking third-party assistance.

Please contact me at the above mail address, or by phone [home/office phone numbers below], or at my email address below.

Sincerely,

[Customer Name], [Customer Account Number, if applicable]
[Customer Phone Numbers, home/cell/work], [Customer email address]
Enclosure(s): [list attached documents]

===== [Notary Certificate, Optional] =====

State of _____

County of _____

Subscribed and sworn to, or affirmed, before me on _____, 20____,

by _____.

Notary Signature

[Notary Seal]