

The Following is a Sample Complaint Letter:

Your name
Address

Date

Company name
Name of contact person
Title
Address

Re: (account number if applicable)

Dear Mr. or Mrs. (name of contact person):

On (date), I (bought, leased, rented, or had repaired) a (name of the product with serial number or model number or service performed) at (location).

Unfortunately, your product (or service) has not performed well (or the service was inadequate). 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 at the time of sale, etc.).

To resolve this problem, I would appreciate (state the specific action you want- money back, charge card credit, repair, exchange, etc.). Enclosed are copies (do not send originals) of my records (include receipts, guarantees, warranties, cancelled cheques, contracts, model and serial numbers, and any other documents).

I look forward to your reply and resolution to my problem, and will wait until (set a time limit – usually ten working days is sufficient) before seeking help from a consumer protection agency or Better Business Bureau. Please contact me at the above address or by telephone at (home and/or office numbers with area code).

Sincerely,

(your name)

Encl.

Cc: (reference to whom you are sending a copy of this letter, e.g. product manufacturer)