

YOUR ADDRESS  
YOUR CITY, STATE & ZIP CODE  
Daytime TELEPHONE NUMBER

DATE

NAME/TITLE OF CONTACT PERSON  
COMPANY NAME  
STREET ADDRESS  
CITY, STATE & ZIP CODE

Dear [CONTACT PERSON]:

On [date] I [purchased or had repaired] a [name of product, including serial and model number OR service performed]. I made this purchase at [location, date and other details of the transaction].

Unfortunately, the [product] has not performed well [OR the service was inadequate] because [state the problem(s)].

To resolve the problem, I would appreciate [state the specific action you want – for example a refund, replacement, etc.] Enclosed are copies of my records [receipts, guarantees, warranties, cancelled checks, contracts, model/serial numbers, previous repair receipts for item, etc.] (NEVER send the original documents).

I look forward to your reply and resolution of my problem. I will wait [set time limit] before contacting my Attorney General. Please contact me at the above address or telephone number.

Sincerely,

YOUR NAME  
ACCOUNT NUMBER

Enclosures [list the documents you are enclosing - never send the originals]