

[Date]

[Name],

[Company and Address],

Dear \_\_\_\_\_ [Name],

After limited use of your \_\_\_\_\_ [Products], which we purchased on \_\_\_\_\_ [Date] (a copy of the sales receipt is enclosed), I'm afraid that it has unexpectedly failed. [Explain nature of malfunctions, example although the compressor does begin to operate upon starting, it ceases operation within five minutes and emits mass amounts of smoke.]

I regret that we are unable to bear the delays involved in repairing or replacing the product(s). Since I know of your good reputation for customer satisfaction, however, I am confident you will process our return at your earliest convenience. [state how products will be returned, example. I will immediately ship the compressor and documentation to you via express mail.] [state how you would like credit to be handled, example. Please forward a refund cheque to us at your earliest convenience.]

As I am certain that this malfunction is not characteristic of the high quality of your products, I look forward to the possibility of doing business with you in the future.

Thanking you,

[Name & Signature]