



sample complaint letter

Evan Smith
100 Rider Lane
Chicago, IL XXXXX

August 8, 2004

Brown's Best Bikes, Inc.
555 Rolling Road
Chicago, IL XXXXX

Dear Mr. Brown:

On August 1, 2004, I bought the "Rough and Ready, model 600" mountain bike from your store. When I got the bike home, I noticed that the front tire was soft. I used a hand pump to inflate the tire. After riding the bike less than a mile, the tire was soft again. I brought the bike back into your shop on 8/2. You tested the tire, told me it was fine and filled it with air.

The tire is still losing air. Every time I ride the bike, I need to pump the tire. I left detailed messages on your voicemail on 8/4 and 8/5 and you have not returned my phone calls.

I am enclosing a copy of your store warranty. It states that your store will replace defective parts on a bike within the first 30 days of purchase. According to your written policy, I am entitled to a new front tire. Please call me at 555-7045 to arrange a time for me to bring the bike in for repair. If I don't hear from you by next week, I will contact our local Better Business Bureau to help resolve this problem.

Thank you for taking care of this.

Sincerely,
Evan Smith