

(insert your address)
(insert your contact details)

(insert date)

(insert recipient department)
(insert company address)

Dear Sir/Madam,

This letter is to notify you of a problem I am having/a fault I have found with (insert product name) that I bought at your store (insert store location)/ordered online from your website (insert website) on (insert date).

I am extremely dissatisfied with your product because (insert reason). I have been a loyal customer to (insert company name) for many years and did not expect this level of poor quality.

In order to help process the complaint, I have attached the receipt from when it was purchased and if needed I can post the faulty product back to you so you can witness the problem. I am hereby requesting that you (insert reasonable solution).

Please contact me by (insert date) to confirm whether you are willing to accept my complaint and solution. Thank you for assisting to my problem and please contact me for further information if you need.

Yours faithfully,

(hand signature for printed letter)

(insert your full name)

Enclosed: (list any attachments)