

[Your Address]

[Your City, State, Zip Code]

[Date]

[Name of Contact Person]

[Title]

[Company Name]

[Street Address]

[City, State, Zip Code]

Dear [Contact Person]:

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

Unfortunately, your product has not performed well [or the service was inadequate] because [state the problem].

To resolve the problem, I would appreciate your [state the specific action you want]. Enclosed are copies[copies, not originals] of my records [receipts, guarantees, warranties, cancelled checks, contracts, model and serial numbers, and any other documents] concerning this purchase/repair.

I look forward to your reply and a resolution to my problem. I will wait [set a time limit] before seeking third-party assistance. Please contact me at the above address or by phone [home or office numbers with area codes].

Sincerely,

[Your Name]