COMPLAINT LETTER

From: _____, mailing address _____. Phone: _____. Email: _____.

Date: _____

Sent by (check one): [ ] certified mail, return receipt requested [ ] first-class mail [ ] email [ ] online complaint form [ ] hand delivery [ ] overnight courier

To: _____ (person or department), _____ (business), mailing address _____.

RE: Complaint about (check one): [ ] a defective or damaged product [ ] unsatisfactory service [ ] a billing error [ ] a late or missing delivery [ ] other: _____. Reference No. _____

Dear _____:

1. THE PROBLEM

I am writing to complain about the following product, service or charge: _____.

Purchase, order or service date: _____. Purchased from or service location: _____. Amount paid: $_____. Account or order number: _____.

For a billing error: amount billed $_____; correct amount $_____; bill or statement date _____.

For a delivery problem: delivery promised by _____; [ ] delivered late, on _____ [ ] not delivered [ ] only part delivered; items missing: _____.

Here is what happened:

_____

I have already tried to resolve this with your company, without success. What I have done so far: _____. Case or ticket number: _____.

2. MY REQUEST

To resolve this complaint, I ask for (check one): [ ] a refund of $_____ [ ] a repair or correction at no cost to me [ ] a replacement at no cost to me [ ] a credit of $_____ to my account [ ] the following: _____.

[ ] I will return the product to you, or make it available for you to collect, as you direct.

Please reply within _____ days of the date of this letter and tell me how and when you will resolve this complaint.

This general template is provided for informational purposes only and does not constitute legal advice. Requirements vary by state and locality; review current law and attach any disclosures or addenda your situation requires before signing. For a guided state-specific document, visit lawvault.org.

I have enclosed copies of the following documents: 1. _____ 2. _____ 3. _____

You can reach me by phone at _____, by email at _____, or by mail at the address above.

Thank you for your attention to this matter. I look forward to your reply.

Sincerely,

SIGNATURES

Sender

Signature: _____ Date: _____

Printed Name: _____

COPIES

cc: _____

cc: _____

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