

Date: [Today's Date]

Via Certified Mail # xxxx-xxxx-xxxx-xxxx

Copy via E-Mail [if you have an e-mail address for the Company]

TO:

[Company Official Name with Title]

[Company Name]

[Company Street Name]

[City, State, ZIP Code]

FROM:

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Account Number OR any other way to identify you as a Customer]

[Your E-mail]

RE:

[Your Name]-[Account Number] - [Product] Complaint - [Desirable Outcome]

Dear [Company Official Name],

I am writing to you because of an unsatisfactory [Product] I've received from your Company.

On [Date] I purchased [Product] from your Company. When I attempted to use [Product] it did not perform the way it was supposed to.

Specifically, [briefly describe the problem].

On [Date] I've contacted your Company in an attempt to resolve the problem. However, the problem was not resolved. According to your company representative [Name, if any], the problem will not be resolved due to [Reasons].

OR

On [Date] I've contacted your Company in an attempt to resolve the problem. I was promised resolution by [Date]; however, I am still having difficulties using your [product].

Since I am not able to use your [Product] as expected, and I exhausted all options to work with you on this issue, I am returning [Product] to your Company.

Please [describe what you want - refund money, get my deposit back, etc.] within 10 business days from the date you receive this letter.

It is my hope that we can resolve this situation quickly and in-house rather than in the Court House.

Should you comply with my reasonable demands, I will have no reasons to harbor any bad feelings toward your organization.

If, on the other hand, you decide not to do the right thing and ignore this letter, I will be forced to take further steps, including legal actions.

If I have to spend more time corresponding with your company about this matter, I will use this time wisely and send a copy of this letter as well as your response or lack thereof, to your regulator [Name of the Regulator, if any], as well as the Attorney General of [Your State] [Attorney General's Name], my State Representative [Congressman/Congresswoman Name] (look up your State rep here: <http://www.house.gov/representatives/find/>), and to my Senator [Senator's Name] (look up Senator's name and contact info here: <http://www.senate.gov/senators/contact/>).

Again, it is my hope that we can resolve this matter quickly and without further complications. I have no desire or time to fight with you over this, unless you make me do it. I will make time if I have to.

Please feel free to contact me via US Mail, or by e-mail.

Thank you very much for your prompt attention to this letter. I am sure this whole thing is a big misunderstanding and will be resolved quickly.

Have a great day.

[Your Name] [Your Signature]