**Sample Letter**

Use this sample letter to write a complaint about a product or service.

**Your Address**

**Your City, State, Zip Code**  
 [Your email address, if sending by email]

**Date**

**Name of Contact Person** [if available] **Title** [if available] **Company Name  
Consumer Complaint Division** [if you have no specific contact] **Street Address  
City, State, ZIP Code**

Re: **[Your account number, if you have one]**

Dear **[Contact Person or Consumer Complaint Division]**:

On **[date]**, I **[bought, leased, rented, or had repaired/serviced]** a **[name of the product, with serial or model number or service performed]** at **[location and other important details of the transaction]**.

Unfortunately, **[your product has not performed well (or) the service was inadequate]** because **[state the problem, like the product doesn’t work properly, the service wasn’t performed correctly, I was billed the wrong amount, or something was not disclosed clearly or was misrepresented, etc.]**.

To resolve the problem, I would appreciate a **[state the action you want, like a refund, store credit, repair, exchange, etc.]**. Enclosed are copies **[do not send originals]** of my records **[include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents]** concerning this purchase **[or repair]**.

I look forward to your reply and a resolution to my problem. I will wait until **[set a reasonable time limit]** before seeking help from a consumer protection agency or other assistance. Please contact me at the above address or by phone at **[phone number with area code]**.

Sincerely,

**Your name**

Enclosure(s)