

[Insert company or personal letterhead, or type your name and address]

January 27, 1997

[Mr/Ms] [First Name] X. [Last Name]
[Position]
[Company]
[Department]
[Division]
[Address 1]
[Address 2]
[City], [St/Prov], [Country] [ZIP/POSTAL]

[Salutation]

Enclosed [is/are] [brief description of item or items being returned], which I purchased from you on [date purchased]. I am dissatisfied with [it/them] because [brief description of problem], and would like you to replace [it/them] or refund the \$[amount paid] I paid.

[Describe in more detail how you determined the problem and the difficulty it causes you.]

I depend on [Company] to provide me with reliable, well-made products, and this is the first time I have had a problem with any of them. I hope the [name of item or items] [is/are] merely an isolated case of [problem: poor workmanship, an improper shipment, etc.], and that I can obtain good products from you in future.

Please call me at [your phone number] within the next [deadline period: week, three days, etc.] with your proposed solution to the problem. I look forward to hearing from you.

Sincerely,

[Your Name]
[Your Position]

[Notations for Enclosures, cc:, etc.]