

**Complaint letter**

Handout 9-9

**Fill in the blanks**

Dear Mr./Ms (name): \_\_\_\_\_

**Re: Deficient Product**

On **(date)** \_\_\_\_\_, I bought a **(item)** \_\_\_\_\_

from your store in **(location)** \_\_\_\_\_ sold to me by your salesperson,

**(name)** \_\_\_\_\_. Unfortunately your product has not performed well.

I am disappointed because **(problem with the item)** \_\_\_\_\_

\_\_\_\_\_

To correct this problem, I am requesting that you **(an action such as repair, replace or refund)**

\_\_\_\_\_

I enclose copies of my records, including my receipt of purchase and the product warranty. I will wait

**(# of days)** \_\_\_\_\_ days to hear back from you, after which I will seek help from a consumer protection agency.

You can contact me at the address, telephone and email contact listed above. My preferred method of

contact is **(method of contact)** \_\_\_\_\_

I look forward to your reply and hope we can resolve this problem quickly.

Sincerely,

**(Your name)** \_\_\_\_\_