

Complaint letter

Handout 9-10

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) _____