

Current Date

Contact Person

Title

Company Name

Street Address

City, State Zip Code

Dear Contact Person,

RE: Account Number or Invoice Number, if applicable

On *(date)*, I *(bought, leased, rented, or had repaired)* a *(name product with serial and/or model number, or service performed)*.

I made this purchase at *(location, date, time, and other important details)*.

Unfortunately, your product *(service)* has not worked satisfactorily (or the service was inadequate) because *(state problem)*.

To resolve this problem, I would appreciate *(state here the specific action you want)*. Enclosed are copies of my records *(receipts, guarantees, warranties, cancelled checks, contracts, etc. DO NOT SEND ORIGINALS)*.

I look forward to your reply and resolution of my problem. I will wait *(set a time limit. Remember: 30 working days for banks and 15 working days for other businesses)* before seeking help from the Better Business Bureau.

Please contact me at the address below or by phone (give numbers, with area codes).

Sincerely,

Your Name

Your Address

City, State, Zip Code

Enclosures

Cc: Better Business Bureau