

IMPORTANT:

Send this letter by certified mail, return receipt requested

[Your Name]
[Your Address]
[Your Telephone Number]

[Name of Manufacturer]
[Manufacturer's Address]

Dear [Contact Person]:

On [date], I purchased (or had repaired) a [name of the product with the serial or model number or service performed]. I made this purchase at [location, date, and other important details of the purchase].

Unfortunately, your produce (or service) has not performed well (or the service was inadequate) because [detail the problem]..

Therefore, to resolve the problem, I would appreciate your [state the specific action you want the company to take]. Enclosed are copies of my records [Include receipts, guarantees, warranties, cancelled checks, contracts, model and serial numbers, and any other documents].

I look forward to your reply and a resolution to my problem and will wait [set a time limit] before seeking third-party assistance. Please contact me at the above address or by phone [include home or office numbers with area codes].

Sincerely,

[Your Name]
[Your Account Number]