

Dear .....,

**I wish to complain about**  
(.....) **that I purchased**  
**on (.....).**

**I am complaining because**  
(.....). **To resolve this**  
**problem I would like you to**  
(.....).

**When I first learned of this problem, I contacted**  
(.....) **at your company, and was told that**  
**nothing could be done about my problem. I believe that this**  
**response is unfair. I would like a written statement explaining**  
**your company's position and what you will do about my**  
**complaint.**

**I look forward to hearing from you as soon as possible to**  
**resolve this problem. If I do not hear from you within .....**  
**days I will file complaints with the appropriate consumer**  
**agencies and consider my legal alternatives. I am enclosing**  
**copies of my receipt. I may be contacted at the above address**  
**and phone number.**

**Sincerely,**

**(your signature)**