**EMAIL TEMPLATE**

**FORMAL COMPLAINT EMAIL ABOUT A PRODUCT OR SERVICE**

**Your Address**

**Your City, State, Zip Code**
[Your email address, if sending by email]

**[Date]**

**Name of Contact Person** [if available]

**Title** [if available]

**Company Name
Consumer Complaint Division** [if you have no specific contact]

**Street Address
City, State, ZIP Code**

Re: **[Your account number, if you have one]**

Dear **[Contact Person or Consumer Complaint Division]**:

On **[date]**,I **[bought, leased, rented, or had repaired/serviced]** a **[name of the product, with serial or model number or service performed]**at **[location and other important details of the transaction]**.

Unfortunately, **[your product has not performed well (or) the service was inadequate]**because **[state the problem, like the product doesn’t work properly, the service wasn’t performed correctly, I was billed the wrong amount, or something was not disclosed clearly or was misrepresented, etc.].**

To resolve the problem, I would appreciate a**[state the action you want, like a refund, store credit, repair, exchanges, etc.].** Enclosed are copies **[do not send originals]** of my record**s [include receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents]** concerning this purchase **[or repair].**

I look forward to your reply and a resolution to smy problem. I will wait until**[set a reasonable time limit]** before seeking help from a consumer protection agency or other assistance. Please contact me at the above address or by phone at **[phone number with area code]**.

Sincerely,

**Your name**

**Enclosure(s)**