TO

**[Receiver Name]**

[Receiver Title]

**ADDRESS:** **[Receiver Address]**

**EMAIL:** **[Email Address]**

**PHONE:**  **[Home Phone]**

FROM

**[Sender Name]**

**[Sender Title]**

Sub: Complaint Letter

Dear **[NAME]**

I am writing to express my dissatisfaction with the **[PRODUCT NAME]** that I bought on **[DATE]**, at your store located at **[LOCATION]**. Though the **[PRODUCT NAME]**  looks fine, but **[FAULT]** .

When I attempted to return it to the store on **[DATE]** , the employee on duty, **[NAME]**, told me that he would not accept the item because he didn’t see any damage.

To resolve the issue, I would like you to refund the full amount that I paid **[$]**  to my Frequent Customer account. I am enclosing a copy of the original receipt.

I look forward to your reply. Please contact by telephone at **[PHONE NO]**  within the next **[#]** weeks.

Sincerely,