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 **[NAME]**  and I’m writing this letter to complain about receiving a damaged **[PRODUCT NAME]**  from your company. My order number is **[#]**.

On **[DATE]**, I ordered a microwave through your mail order catalog. I received it on **[DATE]**  and after opening the package, I found that some parts of the **[PRODUCT NAME]**  were missing, and it had dents on it.

I have been a customer of your company for the past **[#]**  years and this experience has left me disappointed. I’d like you to take this damaged **[PRODUCT NAME]**  back and replace it with a new, working one.

If you don’t have the product in stock, please refund my amount for the same.

Thanks & regards,