TO

**[Receiver Name]**

[Receiver Title]

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

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

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

FROM

**[Sender Name]**

**[Sender Title]**

Sub: Complaint Letter

Dear **[NAME]**

On **[DATE]**  I bought a **[PRODUCT NAME],** with product code **[#]**  to be delivered to **[LOCATION].** To my dismay, I have not received the **[PRODUCT NAME]**  I ordered for and have instead, received the wrong **[PRODUCT NAME]**. I am highly disappointed.

To resolve the problem, I would appreciate it if you could replace the **[PRODUCT NAME]**  with the one originally ordered. Please let me know as soon as possible what action you propose to take. I look forward to hearing from you within the next **[#]** days.

Enclosed are copies of the transaction document and the receipt. I look forward to your reply and a resolution to my problem and will wait until the time before seeking help from a consumer protection agency or the Better Business Bureau.

Please contact me at the above address or by phone at **[PHONE NO]**.

Sincerely,