555 Five Boulevard Austin, TX 73301

March 20, 20XX

Mr. Bob Howard General Manager Products and More 717 Seven Street New York, NY 10012

Dear Mr. Howard:

Re: Account Number 1884434

I am writing to express my dissatisfaction with the Model X tea kettle that I bought on February 28, 2019, at your store located at 1616 Sixteen Avenue. Though the kettle looks fine, it leaks when filled with water. When I attempted to return it to the store on March 2, 2019, the employee on duty, George Burns, 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 ($29.86, including tax) to my Frequent Customer account. I am enclosing a copy of the original receipt.

I look forward to your reply. Please contact me at the address above or by telephone at (555) 555-5555 within the next two weeks.

Sincerely,

Jason Brooks