From,

\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_

Date (date on which letter is written)

To,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sub:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

My name is \_\_\_\_\_\_\_\_\_\_\_\_ the \_\_\_\_\_\_\_\_\_\_\_\_ of the \_\_\_\_\_\_\_\_\_\_\_\_ company. I hereby write to you regarding \_\_\_\_\_\_\_\_\_\_\_\_ that we ordered from your company and delivered to address \_\_\_\_\_\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_\_\_\_\_. I am sorry to inform you that we are deeply disappointed in the performance and the quality did not meet our expectation.

We ordered the new models of \_\_\_\_\_\_\_\_\_\_\_\_ so that we can upgrade our systems but we are unable to achieve this. Our systems now are slow and dysfunctional despite the trials to rectify the problem by your technical team. Therefore we wish to request for a refund of \_\_\_\_\_\_\_\_\_\_\_\_ dollars for the service as we have already made an order to a different company.

Kindly find the delivery note and other support documents of the delivery reference number \_\_\_\_\_\_\_\_\_\_\_\_. You have never disappointed us in the past and we would like to maintain our business relationship. Kindly honor the refund request at the latest \_\_\_\_\_\_\_\_\_\_\_\_ so that we can close this transaction.

Thank you.

Your Truly,

\_\_\_\_\_\_\_\_\_\_

(\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)