SAMPLE LETTER

**[Senders Name]**  
[Address line]  
[State, ZIP Code]

[Letter Date]

**[Recipients Name]**  
[Address line]  
[State, ZIP Code]

**[Subject: Normally bold, summarizes the intention of the letter] -Optional-**

Dear [Recipients Name],

I would like to ask for a refund for the Miracle Home Cleaning Kit that I purchased from your company two weeks ago. Your advertisement promised that it would clean out all stains, however, after using it at home, I feel that it does not live up to my expectations. I believe that the money-back guarantee is good for a full three weeks after purchase. The receipt for my purchase is enclosed for your verification. Thank you very much.

Sincerely,  
  
[Senders Name]  
[Senders Title] -Optional-

[Enclosures: number] - Optional -  
cc: [Name of copy recipient] - Optional -