**Sample** – Refund Demand Letter

March 21, 2017

Dear Mark Hoffer,

This letter serves as a formal request for a refund of $99.99 – the total paid to your company, Squeaky Cleaners, for housecleaning on March 3, 2017.

Your company advertises a “100% Satisfaction Guarantee” for customers, printed on the promotional postcard that was sent to my home. Unfortunately, I was dissatisfied with the quality of service. Your staff did not thoroughly clean my first-floor bathroom, and I found shoe marks on the kitchen and dining room floors after your team departed.

Please refund this balance to the credit card that was used to make the initial payment by April 1, 2017.

If I do not receive a full refund by this date, I will have no choice but to file a consumer complaint with the office of the state attorney general.

Sincerely,

John Delacruz