

# CUSTOMER COMPLAINT LETTER

To: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

From: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Phone/Email: \_\_\_\_\_

Subject: \_\_\_\_\_

Dear Sir or Madam,

## 1. Description of Complaint

I am writing to formally notify you of a complaint regarding the product/service I received from your company. The issue has caused significant inconvenience and I believe it requires your immediate attention and resolution.

## 2. Details of Transaction

Please find below the relevant details pertaining to the transaction in question:

Product/Service Name: \_\_\_\_\_

Order Number/Invoice No.: \_\_\_\_\_

Date of Purchase/Service: \_\_\_\_\_

Payment Method: \_\_\_\_\_

Amount Paid (USD): \_\_\_\_\_

## 3. Description of the Problem or Defect

The specific problems experienced are as follows:

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## 4. Previous Attempts to Resolve

I have made the following attempts to address the issue with your company (e.g., calls, emails, visits), but the problem remains unresolved:

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**5. Desired Resolution**

I respectfully request the following resolution to this matter:

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**6. Legal Notice**

This letter constitutes a formal complaint and notice of your company's obligations under applicable United States laws, including but not limited to consumer protection statutes, warranty laws, and contract principles. Failure to address this complaint adequately may result in further legal action to enforce my rights.

Please treat this matter with urgency. I expect a prompt response within a reasonable timeframe. Thank you for your attention to this serious matter.

**Customer Signature**

**Date**

Signature: \_\_\_\_\_

\_\_\_\_\_

Printed Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

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