

Claim And Adjustment Letter Sample

Subject: Claim and Adjustment Request

Dear [Recipient's Name],

I hope this letter finds you well. I am writing to bring to your attention a recent issue I encountered with a product/service I purchased from your company. I am disappointed with the experience and would like to request an appropriate resolution to rectify the situation.

On [date of purchase], I purchased [product/service name] from your company. However, upon using the product or availing the service, I discovered [describe the specific issue or problem you encountered]. This situation has caused inconvenience and has not met my expectations as a valued customer.

I have attached copies of the relevant documents, including the purchase receipt, product/service description, and any other supporting materials. These will provide a comprehensive overview of the matter at hand.

Considering the circumstances, I kindly request the following:

1. [State your desired resolution, e.g., a replacement product, repair, refund, or credit towards future purchases].
2. [Specify any additional compensation or reimbursement you are seeking, if applicable].

I believe that as a reputable company, you value customer satisfaction and aim to maintain a high level of service. I trust that you will promptly investigate this matter and take the necessary steps to address it in a fair and satisfactory manner.

I kindly request a written response within [reasonable timeframe, e.g., 10 business days] to acknowledge the receipt of this letter and provide me with an update on the progress of resolving my claim. Please communicate your decision or proposed resolution in writing so that we can move forward accordingly.

In the event that I do not receive a satisfactory response within the stated timeframe, I may be compelled to pursue alternative courses of action to protect my rights as a consumer, which may

include filing a complaint with the relevant consumer protection agencies or seeking legal assistance.

I appreciate your attention to this matter and look forward to your prompt response. Should you require any further information or clarification, please do not hesitate to contact me via email or phone.

Thank you for your immediate attention and assistance in resolving this matter.

Yours sincerely,

[Your Name]