

# Complaint Letter Refund

Subject: Complaint and Request for Refund

Dear [Customer Service Department],

I am writing this letter to express my dissatisfaction with a recent purchase I made from your company and to request a refund for the faulty product/service I received.

On [date of purchase], I purchased [product/service name] from your company, and I expected it to meet the advertised standards and quality. However, upon receiving the product/service, I discovered numerous issues that have caused me significant inconvenience and disappointment.

Firstly, [describe the specific issues or problems you encountered with the product/service]. This is completely unacceptable, as it not only fails to fulfill its intended purpose but also does not meet the standards expected from your reputable company.

To resolve this matter, I kindly request a full refund of [amount paid] for the defective product/service. I believe this is a fair and reasonable request, considering the problems I encountered and the inconvenience caused. I have enclosed copies of the purchase receipt and any relevant documentation supporting my claim.

I would like to draw your attention to the fact that, as a consumer, I have certain rights protected by consumer protection laws and regulations. These rights include the right to receive products/services of satisfactory quality, fit for purpose, and as described. Furthermore, in case of non-compliance, I have the right to seek redress through a refund or replacement.

I trust that your company values its customers and takes pride in providing high-quality products/services. I am confident that you will promptly address my concerns and take the necessary steps to rectify the situation. I kindly request a written response within [reasonable timeframe, e.g., 14 days] to inform me of the actions you will take to resolve this matter.

Should you fail to respond or resolve this issue satisfactorily, I may have no choice but to explore further options, including filing a complaint with the appropriate consumer protection agencies and seeking legal advice.

I appreciate your attention to this matter and hope for a swift and fair resolution. I have always held your company in high regard and hope to continue a positive relationship in the future.

Thank you for your immediate attention to this complaint.

Yours sincerely,

[Your Name]