

Complaint Letter

- On (date), I (bought, leased, rented, or had repaired) a (name of the product, at (location and other important details of the transaction). Unfortunately, your product (or service) has not performed well (or the service was inadequate).
- I am writing to inform you that the goods we ordered from your company have not been supplied correctly.
- I am writing to inform you of my dissatisfaction with the food and drinks at the 'European Restaurant' on 18 January this year.
- Could I please ask you to look into these matters.
- I am writing to ask you to ensure that such errors do not happen again.
- To resolve the problem, I would appreciate you (refund, replace,...)
- Otherwise, we may have to look elsewhere for our supplies.
- I'm afraid that if these conditions are not met, we may be forced to take legal action.
- If the outstanding fees are not paid by Thursday, 20 November 2008, you will incur a 10% late payment fee.
- I look forward to receiving your explanation of these matters.
- I look forward to receiving your payment.
- I look forward to hearing from you shortly.

Sample letters

Dear Sir/Madam

REF: XYZ CD PLAYER

On 1st March 1996, I bought a XYZ CD player from your Anytown branch. Now, 9 days after purchase, the player is completely defective, and none of the functions are operating.

On complaining to the shop manager, he told me that I had to return goods within 7 days, and that it was now the manufacturer's problem. The Sale of Goods Act 1979 (as amended) requires you to supply goods of a satisfactory quality. I must be given a reasonable length of time to examine the goods before accepting them. I think that 9 days is still within a reasonable time, and that this fault means the CD player is not satisfactory. Further, as I bought the goods from you, my contract is with you, not with the manufacturer.

Therefore, I am notifying you that I am rejecting the goods on the basis of your breach of contract, and request a full refund of my money within 14 days of the date of this letter.

Yours faithfully, etc.

Dear Mr Choi

Re. Order No. 768197

I am writing to inform you that the goods we ordered from your company have not been supplied correctly.

On 4 November 2008 we placed an order with your firm for 12,000 ultra super long-life batteries. The consignment arrived yesterday but contained only 1,200 batteries.

This error put our firm in a difficult position, as we had to make some emergency purchases to fulfil our commitments to all our customers. This caused us considerable inconvenience.

I am writing to ask you to please make up the shortfall immediately and to ensure that such errors do not happen again. Otherwise, we may have to look elsewhere for our supplies.

I look forward to hearing from you by return.

Yours sincerely

J. Wong

J. Wong
Purchasing Officer

