

## Business Letter for Complaint Requesting Refund

Date: [Insert Date]

[Recipient Name]  
[Recipient Title]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Dear [Recipient Name],

I am writing to formally express my dissatisfaction with the [product/service] I purchased from your company on [purchase date], order number [order/invoice number]. Unfortunately, the [product/service] did not meet my expectations as described in your advertising and as outlined in our agreement.

Specifically, [briefly describe the issue, e.g., "the product did not function as promised despite following all instructions," or "the service was not delivered as agreed upon"]. I have attached copies of the receipt and any relevant documentation for your reference.

Given these circumstances, I respectfully request a full refund of [amount] in accordance with your company's stated refund policy. I believe this resolution is fair, and I trust you will process this request promptly.

Please let me know if you require any additional information to expedite this matter. I look forward to your prompt response and a swift resolution.

Sincerely,  
[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Phone Number]  
[Email Address]