

Formal Complaint Letter Requesting Refund Example

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

[Recipient's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction with a recent purchase I made from your company and to request a full refund in accordance with your refund policy.

On [date of purchase], I purchased [product/service name], order number [order/reference number], from your [store/website]. Unfortunately, I experienced the following issue(s):

- [Briefly describe the problem you encountered, e.g., the item was defective, the service was not delivered as agreed, etc.]

Attached are copies of my purchase receipt, correspondence, and photographic evidence to support my claim.

I have attempted to resolve this issue by [state any previous attempts to resolve the problem, e.g., contacting customer support], but have not received a satisfactory response.

Given the circumstances, I kindly request a full refund of [amount], to be processed within [state a preferred time frame, e.g., 14 days] from the date of this letter. Please advise on the procedure for obtaining my refund and returning the product, if necessary.

I hope you understand my disappointment and promptly address my concern. I look forward to your positive response. Should you need any additional information, please feel free to contact me at [your phone number or email address].

Thank you for your prompt attention to this matter.

Sincerely,
[Your Name]