

Complaint Letter Template (Including Proof of Purchase)

Use the sample below to effectively write a complaint letter that includes proof of purchase. Customize the details to fit your specific situation.

Sample Complaint Letter

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
[Recipient Name or Customer Service Manager]
[Company Name]
[Company Address]
[City, State, ZIP Code]
Subject: Complaint Regarding [Product/Service Name] – Proof of Purchase Attached
Dear [Recipient Name/Customer Service Manager],
I am writing to formally bring to your attention an issue I have encountered with the [product/service name] that I purchased from your company on [purchase date]. The order number is [order number].
Unfortunately, I experienced the following problem(s):
- [Clearly describe the issue, including relevant details such as product faults, service issues, or discrepancies.]
- [Include date and location the issue arose, if applicable.]
I have attached a copy of the proof of purchase ([receipt/invoice number], dated [purchase date]) to verify my claim and facilitate an expedited resolution.
I kindly request that you [state your preferred resolution, e.g. provide a replacement/refund/repair]. I believe this will resolve the matter amicably.
Thank you for your attention to this matter. I look forward to your prompt response.
Sincerely,
[Your Name]
[Enclosure: Copy of receipt/invoice]

Tips for Including Proof of Purchase

- Attach a clear copy of your receipt, invoice, or other qualifying documents.
- Mention the attachment in your letter for clarity.
- Retain the original document for your records.