

Sample Complaint Letter for Unsatisfactory Service with Refund Request

This document provides a **sample complaint letter for unsatisfactory service with refund request**, designed to help customers clearly communicate their dissatisfaction with a product or service and formally request a refund. The letter includes key elements such as a detailed description of the issue, the impact of the unsatisfactory service, a polite but firm tone, and a clear statement of the desired resolution. Using this sample can ensure that customers present their concerns professionally and increase the likelihood of a swift and favorable response from the service provider.

Sample Letter

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

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

Subject: Request for Refund Due to Unsatisfactory Service

Dear [Service Provider's Name],

I am writing to formally express my dissatisfaction with the service I received from your company on [date of service] regarding [description of product/service]. Unfortunately, the service did not meet the standards that were promised, and I am disappointed with the overall experience.

Specifically, [provide a detailed description of the issue, including what was expected versus what was received, and any relevant facts or interactions]. Despite my attempts to resolve the problem by [mention any communications or attempts to address the issue], the matter remains unresolved.

As a result of this unsatisfactory service, I have been inconvenienced by [briefly state the impact, e.g., unable to use the product, lost time, etc.]. Given these circumstances, I respectfully request a full refund of [amount], which I believe is a fair resolution to this matter.

Please process this refund to my original payment method within [reasonable timeframe, e.g., 14 days] of receiving this letter. If you require any further information, please do not hesitate to contact me at [your phone number or email].

I look forward to your prompt response and resolution of this matter.

Sincerely,
[Your Name]

Tip: Remember to include copies of any relevant receipts, contracts, or correspondence to support your claim when sending your complaint letter.