

# Complaint Letter Template: Request for Refund and Apology

This **complaint letter template asking for refund and apology** provides a clear and professional format for customers to formally request reimbursement and an apology from a company or service provider. It guides users in expressing dissatisfaction respectfully while detailing the issue, emphasizing the desired resolution, and maintaining a tone that encourages prompt and amicable response. This template is ideal for addressing service failures, product defects, or unsatisfactory experiences effectively.

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## Template

**[Your Name]**

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

**[Recipient Name]**

[Company Name]

[Company Address]

[City, State, ZIP Code]

Subject: Formal Complaint – Request for Refund and Apology

Dear [Recipient Name or "Customer Service Manager"],

I am writing to formally bring to your attention an issue I recently experienced with your company's [product/service], purchased/received on [date or order number]. Unfortunately, I was extremely dissatisfied due to [briefly explain the issue-e.g., product defect, poor service, delay, etc.].

### Details of the Issue:

[Please provide specifics about what went wrong, including dates, conversations, or attempts to resolve it.]

I expected [describe your expectation, e.g., high-quality service or product, timely delivery], but instead encountered [describe what actually happened]. As a result, I have experienced significant inconvenience and disappointment and no longer have confidence in the service/product provided.

In light of the above, I respectfully request:

- A full refund of [amount, if applicable], and
- A written apology addressing the shortcomings and acknowledging the inconvenience caused.

I have attached/provided copies of supporting documents, including receipts, order confirmations, and previous correspondence, for your reference.

I trust that you value your customers and will treat this matter with the urgency and attention it deserves. I kindly request a response within [reasonable time frame, e.g. 14 days] from the date of this letter. Should I not receive a satisfactory resolution, I will consider escalating my complaint to the appropriate consumer protection authorities.

Thank you for your prompt attention to this matter. I look forward to your swift response and a resolution to my complaint.

Sincerely,

[Your Name]