

## Complaint letter template for goods you bought

[Your name]

[Your address]

[Your phone number or email address] (How you want to be contacted)

Customer Services Manager (if you don't have a contact name)

[Company name]

[Company address line 1]

[Company address line 2]

[Company address line 3] [Postcode]

Dear [Contact Person or Customer Service Manager],

[Account number, goods purchased model number etc.]

On [date], I bought [describe goods] at [location, date and other important details of the transaction].

I am disappointed because [it/they has/have] not performed well because [explain the problem; for example, the product does not work properly, I was billed the wrong amount, something was not disclosed properly or was misrepresented, etc].

To resolve the problem I would like you to [state the action you require e.g. refund, repair etc.].

Enclosed is a copy/are copies of the [receipt, contract etc].

I look forward to hearing from you by [date – 10 working days after receiving this letter or email is a reasonable time for a response]. I would like this problem to be resolved between us. However, if we are unable to resolve the matter I will refer it to the Office of Fair Trading.

Please contact me at the address or phone shown above.

Yours sincerely

[Sign]

[Print your name]

[Date]

Enclosures: [state documents you have enclosed, if any]

Cc: [Include name and company if are sending a copy of this letter to someone else]

## **Sample complaint letter for goods you bought**

Jane Smith  
123 Main Street  
janesmith@mail.com

Customer Services Manager  
Washing Company  
234 Side Street  
Brisbane QLD 4000

Dear Customer Service Manager

Account #12345, A1 Washing machine

On 1 Jan 2013, I bought a Washing Machine model A1 at Washing Company, for a price of \$1000 paid by bank card.

I am disappointed because it has not performed well because of a broken part; for example the product does not perform a wash cycle properly.

To resolve the problem I would like you to provide a repair of the machine at no cost to myself.

Enclosed are copies of my receipt with your company for the good provided.

I look forward to hearing from you within 10 business days of receiving this letter. I would like this problem to be resolved between us. However, if we are unable to resolve the matter I will refer it to the Office of Fair Trading.

Please contact me at the address or phone shown above.

Yours sincerely

Jane Smith  
01 May 2013

2 copies of receipt of purchase with Washing Company provided.