

**** Sample Complaint Letter to Business ****

Priscilla Jones _____ **YOUR CONTACT DETAILS**
28 Gravel Road
Little Town QLD 4001

1 July 2003 _____ **DATE**

Bill Smith
Manager
A Shop _____ **BUSINESS ADDRESS**
Big Town QLD 4001

Dear Mr Smith **DESCRIPTION OF THE PROBLEM
INCLUDING REPAIR WARRANTY**

REPAIRS TO STEREO

On May 2003 I purchased a stereo for \$5,000.00 from your business. I have included a copy of the receipt with this letter.

Last month the speakers stopped working and I contacted your shop to fix the problem as I have a one year warranty.

I got the stereo back from you on 12 June 2003. I was told the speakers had been repaired but since then they have stopped working again. I spoke to Joe Bloggs from your shop and he told me they can't be repaired properly as there is a problem with the type of stereo I bought.

I've only had the stereo for two months so there must be a problem with it. I would like you to repair it or give me a new stereo that is the same as the one I purchased or a better one.

Please let me know what you are going to do by 10 July 2003. I hope this can be sorted out. I can be contacted on (07) 8765 4321.

Thank you

Priscilla Jones

**CONTACT
NUMBER**

**A WAY TO FIX
THE PROBLEM**