

Module 9 - Consumerism**ACTIVITY SHEET 9-9****Complaint letter**

Fill in the blanks

Dear Mr./Ms(name)_____:

Re: Deficient Product

On (date)_____, I bought a (item)_____ from your store in (location) _____
_____ sold to me by your salesperson, (name)_____. Unfortunately your
product has not performed well. I am disappointed because (problem with the item) _____
_____.

To correct this problem, I am requesting that you (an action such as repair, replace or refund) _____
_____.

I enclose copies of my records, including my receipt of purchase and the product warranty. I will wait (#
of days)_____ days to hear back from you, after which I will seek help from a consumer
protection agency.

You can contact me at the address, telephone and email contact listed above. My preferred method of
contact is (method of contact) _____.

I look forward to your reply and hope we can resolve this problem quickly.

Sincerely,

(Your name)_____