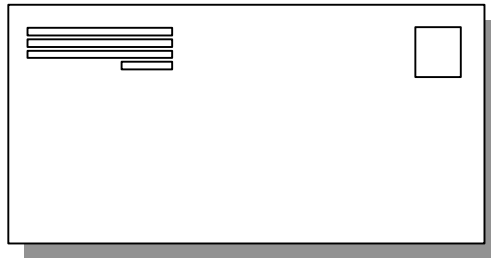


COMPLAINT LETTER



1. Include your name, address, home and work telephone numbers and account number where applicable.
2. The name of the person(s) you are writing to, their title, the company name and address.
3. Important facts about the purchase. The date and place of the purchase and all product information such as model or serial number, size, color, and any other important information.
4. If you are writing to complain about a service, describe the service which you received.
5. Clarify the subject of the complaint. Clearly describe the problem.
6. State your expectations. What do you want done about the problem and how long are you willing to wait to have it resolved?
7. Include copies of all important documents: bills, sales receipts, etc.

Sometimes results from a complaint letter do not come quickly. Be persistent, continue writing two, three, or four times if necessary to get the results that you want. If you find that you have directed the letter to someone who seems to be unable to assist you, then redirect the letter to someone else who can better assist you.