

Sample Letter of Complaint

Task 2. You have recently bought a product but later you found out that

- the product has not performed well or the service was inadequate
- you were billed the wrong amount, or
- some of its characteristics were misrepresented in the instruction manual or not disclosed clearly by the sales person.

Write a letter of complaint to the person responsible for the sale to explain the matter and ask them to resolve your problem.

Dear Sales Manager, _____ **Salutation**

On May 5th this year, I bought a robot vacuum cleaner iRoVaClean at your showroom in the Shopping Mall downtown. It is a XYZ53 model with a serial number TN1744089, and I paid 950 levs on my debit card. **INTRODUCTION**

Unfortunately, when I went back home I had trouble connecting your iRoVaClean to the WiFi. Your instruction manual says that the first thing to do is to install the iRoVac App to my smartphone or tablet. However, when I visited my device's App Store to download the latest version, it turned out that I was offered only a one-month trial version and I had to pay an additional yearly subscription of some \$150, which was not explained to me at the time of the purchase. With this trial App the iRoVac drove erratically in random directions, bumping into objects and turning upside-down. So it is actually useless. **BODY**

To resolve the problem, I would appreciate it if you can either refund the paid amount to my bank account, or exchange this model of a robot vacuum cleaner for another one whose software is included in the price.

I look forward to your reply and a resolution to my problem. **CLOSING**

Sincerely,
Maria Petrova _____ **Signature**