

Sample Complaint Letter

(Date)

(Your Name)

(Your Address)

(Name of Contact Person, if not available, write to Customer Service Dept.)

(Company)

(Address)

Dear (Contact Person):

On (date) I (purchased, ordered, had repaired) a (name of boat, engine or product or service, with make, model and serial number) at (dealer or repair shop, including address).

Unfortunately, your product (or service) has not performed well (or the service was inadequate) because (state the problem). I am disappointed because (explain the problem: for example, the product doesn't work properly, the service wasn't performed correctly, I was billed the wrong amount, something was misrepresented, etc.).

To resolve this problem I believe your company should (state the specific action you want: cash refund, charge card credit, repair, replacement, etc.). Enclosed are copies (do not send originals) of (receipts, repair invoices, previous letters, marine survey reports, contracts, etc.).

I look forward to your reply and a resolution to my problem by (set a time limit) before seeking help from the BoatUSConsumer Protection Bureau. Please contact me at the above address or by phone (give home and work numbers).

Sincerely,

(Your name)

Encl.

cc: BoatUSConsumer Protection Bureau