

Satisfaction Please! Checklist

As a consumer, you have the right to expect satisfaction when you make a purchase. If there is a problem, a letter is one tool you can use to make things right. An advantage of a complaint letter over a visit or telephone call is that you have a written record of what went wrong and what you would like to have happen next.

When writing a complaint letter, you will want to do the following:

- Include the date and location of your purchase.
- Describe what you purchased. Include the model number, serial number, color, size, and so on.
- Note the product's price and your method of payment, such as credit card, check, or cash. Include a check number or account number when appropriate.
- Give a specific explanation of what is wrong.
- Name those to whom you have already complained, if anyone. Tell what they have or have not done to remedy the situation.
- Tell how you want your problem resolved. Do you want the product repaired or replaced or do you want your money back. Be reasonable.
- Include your name, address and a phone number where you can be contacted.
- Enclose copies of sales receipts, warranties and other documents regarding your problem. Keep the originals.
- Be brief and to the point.
- Don't be sarcastic or threatening.

