*Select date*

[your business name]

[your ABN or ACN]

[business address]

[contact details]

[supplier’s name]

[supplier’s address]

Dear [supplier’s name]

**Re: Concerns about [name of product or service]**

I am writing concerning the [name of product or service] purchased from [supplier’s business name] on [date] for [$ value of product or service].

The problem I am having with the [product or service] is [extent of the issue with the product or service]. I became aware [when the issue or problem with the product or service occurred].

I am seeking [refund/repair/replacement/exchange/other action].

I have attempted to resolve the issue by [details of any steps already taken to resolve the issue such as previous phone calls and emails. Note who you spoke to and any results of your previous efforts].

Please find attached [photos of problems with the product or service, copies of prior correspondence, proof of purchase, contracts, order forms, or any other documents that form part of purchase].

I look forward to your reply and a resolution to this issue within [time frame for a response, such as 10 business days from the receipt of this letter]. If we are unable to resolve this matter, I will consider taking it further.

If you would like to discuss this matter, I can be contacted on [phone number] or at [email].

Yours sincerely,

[signature]

[your name and title]