**Letter of concern template**

*If you’re having problems with a product or service provider, use this letter of concern template to let the supplier know about the issue and provide them with an opportunity to resolve the problem.*

*[place on your business letterhead / insert business logo, if applicable]*

[date]

[your name]  
[your business name]  
[your business address]  
[your contact details]

[supplier’s name]  
[supplier’s business 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 am seeking [refund/repair/replacement/exchange etc].

I became aware [when the issue or problem with the product or service occurred and include what it is supposed to do and why it is inadequate].

I have attempted to resolve the issue by [details of any steps already taken to resolve the issue such as previous phone calls, emails, visits to store etc. 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 or purchase, contracts, order forms, other documents that form part of purchase etc].

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

Should you wish to discuss this matter, I can be contacted on [phone number] or at [email].

Regards

[your name]  
[business name]