To

[The Recipient Name]  
[Address]

Dear Jack,

I purchased machinery for my gym located at [address] from your online store for US $1500. I paid through my credit card on [date]. I am also enclosing copies of the payment transaction receipt and warranty card for your reference. Your concerned department delivered the machinery to my address on [date].

Unfortunately, I am not satisfied with the quality of the product. Its performance is not satisfactory because of some serious defects. I used the product for a week without facing any problem. On 20th December, it stopped working suddenly. I became worried because it stopped functioning during rush hours. I had used it carefully and not in a way to cause any damage. I read the user manual at that time and tried to overcome the fault. I tried my best to troubleshoot the problem by following all steps mentioned in the manual, but all in vain. The product has appeared to be faulty and is of poor quality.

I contacted your customer services representative who advised me to return the faulty product along with receipts. He also suggested I speak to the sales manager to resolve the problem. I talked to your manager, but he was unable to resolve my problem satisfactorily.

Dear Jack, serious faults found in the machinery have put drastic effects on my business. Now I want a quick resolution of my problem. I will appreciate it if you direct your concerned department to pick this machinery from my place and refund my paid amount without any fee.  I have enclosed credit relevant documents including credit card transaction receipt, delivery invoice, and some pictures of faulty parts of the machine.

Please respond to my letter as soon as possible. If I do not find a suitable answer from your side, I will be forced to seek assistance from the consumer protection court. So, to avoid inconvenience, you are required to contact me via email or phone within the stipulated period.

I am waiting for your quick response.

Regards,

[Your Name]  
[Address]