To

[The Recipient Name]  
[Address]

Dear Jack,

On [date], I purchased a sewing machine from your store located at [address]. I paid US$ 700 for that purchase. Unfortunately, I was unable to use it because one of its most important parts was missing. I realized it while going through the assembling procedure. Without wasting any moment, I called your customer services representative and briefed him about the situation. He told me that my complaint had been registered and that I would receive the missing part within 7 working days.

The irony of fate is that it’s been one month, and I have not received the missing part yet. I contacted your representative multiple times and every time he assured me that the missing part had been dispatched from the warehouse and it was on the way to my home.

Now the situation is that I am unable to use that machine without an unassembled part. I request you to direct the concerned department to collect the faulty machine from my home and return my paid amount without any deduction. I called your CSR in this regard, and he informed me that company has not laid down this kind of policy.

Despite your policy, I still believe that my paid amount must be refunded. It was my right to receive the perfect product. I will wait for seven days, and you are required to deposit the money in my account within this period. Otherwise, I have full right to involve the consumer protection court in this matter. Therefore, you are advised to act as per directions and refund my money without waiting for the deadline.

Your cooperation will be highly appreciated in this regard.

Regards,

[Your Name]  
[Address]