Date

Recipient Name

Street Address, City, ST ZIP Code

Dear Recipient Name,

This warning letter is being issued to you because of the customer complaint filed against you.

Ms. Emily bought 10 watches from our store on 27th September 2018. She was in a hurry and did not check all the watches, while being in the store. Three of the watches were non-functional when she checked them at home and came back the next day to exchange them. She had the receipt and the guarantee card, but you simply refused to exchange them saying that she should have checked them at the time of purchase.

Our company values clearly indicate that for us, customers are the top priority as ultimately only the satisfied customer is the source of profit generation. As an employee, you are required to follow company values strictly and this type of unprofessional behavior executed by you will not be acceptable in the future and might lead to your termination.

We hope to see a change. If you have any questions, you can contact us at [Contact].

Regards,

Name Here

Your Title