

# REQUEST TO REFUND LETTER

January 1, 20...

Harry James  
Customer Service Manager  
ABC Online Mart  
100, Online street  
Uptown, CA, 12346  
www.abconline.com

RE: Request for refund

Dear Mr. James

I submit this letter to humbly request a refund of \$1,023 in relation to the washing Machine model WTW001YY I purchased from your online store on December 28, 20... for \$1,023 due to the following reason;

- On the first day I used it, the machine stopped spinning. I double-checked the user handbook and attempted every step in the troubleshooting instructions, including readjusting the load, but nothing worked.
- When I decided to check the machine, I found a ridiculous flaw in the motor brushes, and the entire thing seemed to be of not only poor but also unsatisfactory quality.

Therefore for those reasons I respectfully request that you either replace the product with an acceptable, high-quality replacement, fix the item at no cost to you, or refund the product's full purchase price.

I have attached the transaction receipt for ease of reference.

Please keep in mind that I will wait 7 days before contacting a consumer protection agency or seeking other assistance.

Kindly contact me at 555-816-9877 or in@email.com if there are concerns regarding

Sincerely  
[signature]  
Isack Newton