**Claim Letter Notes**

Direct

What is the product?

When and where did you get it?

What is the cost if there is a refund asked for?

What is the problem?

What are you basing the claim on?

What happened step by step?

What level of inconvenience did you suffer?

How have you tried to fix it?

What are you asking for?

What are you doing with the product?

What do you expect from the manufacturer?

What time frame do you have in mind?

Thank them for their consideration.

Indirect format

What is your relationship with the receiver of the letter?

How long have you used the product or service?

What have you come to expect?

What happened instead this time?

What happened step by step?

The fixes and the inconvenience should be implied.

What is the issue?

What do you want done about it?

What are you asking for?

What is the time frame?

What are you going to do while awaiting the answer?

What are you going to do with any product in your possession?

End with an expectation.

227 Easy St

San Jose, Ca. 95112

(408)555-1234

JeffMartin@Email.com

September 14, 2016

Acme Computer Service Department:

Attn: Claim # 453219

3040 Baryessa Rd.

San Jose, Ca. 95134

Attention: Acme Service Department

Your company has a reputation for making quality computers at a reasonable price with excellent customer service. Over the years, I purchased three Acme computer systems and I have been very pleased them. I pre-ordered the Acme Graphical 310 before it came out. After receiving the Acme Graphical 310 I was extremely pleased with its performance. What I did not expect was for it to catch on fire after 6 days of use.

On September 7th I received the Acme Graphical 310. I installed the computer following the instructions in the user manual. The computer was placed on my computer desk, in the same location, where my Acme Graphic Model B had sat for many years. The new computer had much better graphics, load times, and significantly larger and faster storage.

On September 13th while playing a computer game, I started smelling smoke. I noticed it was coming out of the computer. I shut down the computer and unplugged it. I went and got my fire extinguisher. Upon my return the computer was on fire. I quickly put out the fire. Luckily, other than the computer, the only damage was to the computer desk.

On September 13th I contacted Acme Computer Service Department by phone and spoke to Amy Schuler. Amy instructed me to get quotes on replacing or repairing the desk. I was also instructed to return the computer when I received a prepaid label for shipping from your company. I was told to send this letter to your Service Department with the claim number 453219 explaining what happened along with the quotes.

On September 14th I contacted Bluto’s Furniture Repair and after emailing them photos of the damage to my desk, I received a quote of $125.00 for the repair. I also went to Jamie’s Resale shop and found a comparable desk for $100.00. Enclosed are copies of the quotes along with photos of the damage to the desk and the computer.

I am asking to be reimbursed for my direct cost related to the computer catching on fire. While a computer breaking down is an expected possible outcome, catching on fire is not. As per my conversation with Amy Schuler I am looking for one of two possible scenarios for reimbursements. The first scenario would be to be shipped your Acme Graphical 340 computer. This model computer is listed as costing $150.00 more than the one that burned up. By being a more expensive model I would consider this fair compensating me for all my claims. The second scenario would be for you to refund me the purchase price of damaged computer which was $1,475.87 along with $100.00 for the damaged desk for a total of $1,575.87.

I expect your customer service representative will be contacting me quickly with which option you wish to proceed with. As soon as I hear from your customer service representative I will be shipping back the damaged computer with your pre-paid shipping label. Please contact me by phone or email as I wish to have this resolved by the end of the month.

Sincerely,

Jeffrey Martin

Enclosures:

Bluto’s Furniture Repair’s estimate.

Jamie’s Resale price quote along with pictures of the desk for sale.

Pictures of the damaged computer and computer desk.