**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

You company has a reputation for making quality computers at a reasonable price with an excellent customer service. Over the years I have purchased three Acme computer systems and 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 and I set it up using the instructions that came with it. It was set up on my computer desk in the same location where my Acme Graphic model B had sat for many years.

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 to get my fire extinguisher just in case and upon my return it was on fire. I quickly put out the fire. Luckily other than the computer, the only thing damaged was the computer desk.

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

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 cost related to the computer catching on fire and for a replacement of the computer. While a computer breaking down is an expected possible outcome, catching on fire is not. As the Acme Graphical 310 is a new model, I am leery of getting the exact same mode since the cause of the fire is unknown. To that end I would prefer to have the replacement computer be Acme Graphical 340 which has been out for 6 months. As this computer is $150.00 more I would take that as compensation for the damage to my desk. The other acceptable choice would be a refund of my purchase price of the computer ($1.475.87) and $100.00 to compensate me for the damage to my desk.

Upon getting the prepaid shipping label I shall be returning the damaged computer. I expect your customer service representative will be contacting me quickly with which option you wish to proceed with. 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.