**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.

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September 20, 2016

Acme Computer: Service Dept.

3040 Barryessa Rd.

San Jose, Ca. 95134

Attention: Acme Service Department

You company has a reputation for making

[body paragraph 1]

[body paragraph 2]

[conclusion]

Sincerely,

Your name

Enclosures: