

Greeting

Dear Sir or Madam,

**Paragraph 1- introduction**

I am writing with regard to / in connection with ...

I am writing in the hope that ...

I would like to express my concern about ...

I am writing this letter to report ... that I purchased from your company on

I am a resident of ... and I would like to draw your attention to ...

I enclose copies of the guarantee and the receipt.

My name is .. and I am one of your frequent customers. I live in .. and I have been using your services and buying your products for the last .. years.

**Paragraph 2**

Максимально описываем товар/ услугу

**Paragraph 3**

Рассказываем как произошло – фантазируем

I am exceedingly displeased with both the quality of product that I purchased from your company as well as poor service I have received since. I hope this problem will be resolved promptly.

**Paragraph 4**

Наши требования

I would like you to refund my money.

Unless I receive a satisfactory reply, I will write to the Consumer Association.

I look forward to hearing from you.

Yours sincerely/ faithfully