{Date}

Dear Sir/Madam,

I’m writing this letter to complain about the poor services I received from your company {mention company’s name} on {mention date}. I made a purchase at your store (the purchase document is attached to the letter). I’ve been assisted by one of your team member named {person’s name}.

When I opened the package at home, it wasn’t in good condition at all. I called your customer support regarding this, they have been very rude and not interested to listen at all. I’ve been a regular customer in your store. Didn’t expect this type of bad services.

I would expect you to resolve these issues within a week. If not, then refund my money back. I would like to hear your side of the story and allow a chance for you to comment before taking this matter further.

Yours faithfully,  
{Your Name}