

<Your Name>
<Your Address>
<Your Telephone Number>

<Date>

American Widget Company
<Street Address>
<Town>, <State> <Zip Code>
Attn: Customer Service Dept.

Dear Sir or Madam:

I am writing to request a refund for the widget I bought from The American Widget Store.

I purchased this widget from your Main Street store on May 1, 1999. When I brought the widget home, I found that it was damaged. I tried to return the widget to the store, but your employee, Ms. Suzanna Smith, informed me that your store does not give cash refunds, only store credit.

I am enclosing a copy of my sales receipt. As you can see, your return policy is not printed on the receipt, nor was it posted at your store. Therefore, I am asking that you issue me a full refund for the purchase price of the widget, in the amount of \$25.00.

Please respond in writing within five business days.

Sincerely,

<Your Name>

CC: NY Attorney General's Office

Senator <Your Senator's Name>

Better Business Bureau