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advice women can trust
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Jane Shopper
Street
City, State, Zip

Fake Gadget Company
Street
City, State, Zip

Dear Mr. Smith:

On June 5th, 2015, I purchased the deluxe model of your fake gadget. The gadget arrived on time as promised, but when I opened the box and tried to use it, it spit out smoke and would not turn on. Scared of a possible electrical fire, I shut the machine off and returned it to the box.

The machine I received is clearly faulty. I would appreciate it if a replacement gadget were sent to me as soon as possible. I've returned the faulty gadget with invoice #123456.

I have enclosed a copy of my original receipt and the signed delivery confirmation showing that the machine was returned on June 9th.

I would appreciate a quick resolution to this problem, so I can begin using this exciting gadget and tell my family and friends about your excellent customer service solutions.

Sincerely,

Jane Shopper