

Name \_\_\_\_\_ Date Due \_\_\_\_\_

## Prep Work - Consumer Letter

Name of company \_\_\_\_\_

Address of company \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Website (if necessary) \_\_\_\_\_

Topic \_\_\_\_\_

### Outline of letter

#### Intro

What - item, style, model #, color, cost

When purchased - copy of receipt, gift?

Where purchased - store, city, state, gift

#### Body

Compliment/Complaint - specifics, what  
you did to try to fix problem

#### Closing

#### Summary

What you would like company to do

Be reasonable and realistic

Refund, Replace, Repair

Thank you



*Your home street address*  
*Your city, state, zip*

*Company Name*  
*Company street address*  
*Company city, state, zip*

To whom it may concern:

*Intro*

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*Body*

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*Closing*

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Sincerely yours,

*(leave 5 lines)*

*Your signature in ink*

*Your typed name*

Times New Roman or Arial font  
At least size 12 font  
Do a spelling and grammar check  
Body of letter spaced 1½ or 2