

SAMPLE LETTER TO CONTRACTOR FOR RESOLUTION

[Please Note: If you instead would prefer to work out a resolution for the contractor to finish project or to make crucial adjustments, it remains within your prerogative to modify this Sample to that effect, retaining the 7-day time-frame, however]

[The Date]

[Your Name]

[Your address]

[Your County]

[Your city, state, zip code]

To the Attention of [Contractor]

[Company name]

[Street address]

[City, state, zip code]

Re: [Account number or other reference to your complaint]

Dear [Contact Person]:

This is to inform you that I am not satisfied with your conduct regarding my request for you to perform the below mentioned services for me. I request a refund since you have not fulfilled your obligations to perform these services as you have promised. Please, return my money.

Subsequently, this letter is to notify you to the effect that I will file an official complaint against you if within seven (7) business days you do not refund the [\$ - specify dollar amount] I have paid you for the service(s) mentioned here:

[Briefly mention the nature of the service(s) you are referring to]

(Please, be brief. “Long-winded” explanations are not necessary since upon receiving this, the contractor is very likely decided on if whether or not to grant your request. Please save the words. The point is already made).

[Then you briefly itemize your complaint. Remember that it is not necessary to be “long-winded” about it since the contractor is very likely decided on what he/she will or will not do in this case]For these reasons I request a refund:

1) [Reason number one]

2) [Reason number two]

3) [Reason number three]

Once again, to avoid legal action, please contact me within seven [7] business days to confirm that you will honor my request. I have prepared a complaint for submission to the proper agencies for investigation. I will not file the complaint if you resolve the problem within this time period I have indicated.

Thank you for your anticipated action for making available the refund as requested. Please contact me at [telephone number and/or e-mail address] if you have any questions within this time period I have indicated. Thank you.

Sincerely,

[Your signature]

[Your name]

Enclosure(s): [List attached document copies, if any]

cc: [Name(s) of anyone to whom you are sending a copy of this letter]

[Please, be certain you make copies; Please, be certain to file your complaint as promised. Please, do not be so quick to file a civil lawsuit. First file complaint with consumer affairs/protection. Please, give them a chance to help resolve issue. They are very capable.]