# Consumer Complaint Letter Template (3 Examples)

General information, not legal advice. Not a court form. Replace every [bracket] with your own facts and delete lines that don't apply. Send copies, never originals. Template from law.campusdown.com (CampusDown Law Up), updated October 28, 2026.

## Variant A: Hidden fees or charges you were never told about

[Your full name]
[Street address]
[City, State ZIP]
[Email] | [Phone]

[Date]

[Company name]
Attn: [Customer Relations / Billing Department / Consumer Complaint Division]
[Company street address]
[City, State ZIP]

Re: [Account or order number, last 4 digits only if it's a card]

Dear [Name or "Customer Relations"]:

On [date], I [bought / signed up for / booked] [product or service] from [company] for an advertised price of $[amount]. When I [checked out / got my first bill / reviewed my statement on (date)], I was charged $[total amount], which includes the following charges that were not shown to me before I agreed to pay:

- [Fee name]: $[amount]
- [Fee name]: $[amount]

I did not see these charges in the advertised price, the checkout page, or my agreement. [Optional: I contacted your support team on (date) by (phone/chat/email) and was told (short summary).]

To resolve this, I'm asking you to refund $[total of the disputed fees] to my original payment method and confirm in writing that these fees will not appear on future bills.

I've enclosed copies (not originals) of: [receipt / invoice / order confirmation / screenshots / chat transcript / photos].

Please reply in writing by [date, e.g. 14 days from today]. If I don't hear back by then, I plan to [file a complaint with my state consumer protection office / the CFPB / dispute the charge with my card issuer / consider small claims court].

You can reach me at [email] or [phone].

Sincerely,
[Signature]
[Printed name]

Enclosures: [list each copy you're sending]

## Variant B: Double billing or a charge after you canceled

[Your full name]
[Street address]
[City, State ZIP]
[Email] | [Phone]

[Date]

[Company name]
Attn: [Customer Relations / Billing Department / Consumer Complaint Division]
[Company street address]
[City, State ZIP]

Re: [Account or order number, last 4 digits only if it's a card]

Dear [Name or "Billing Department"]:

I'm writing about a billing error on my account. On [date], I was charged $[amount] [twice for the same order / after I canceled my subscription on (cancellation date) / for a plan I never signed up for]. My [order confirmation / cancellation confirmation number (number)] shows that only one charge should have gone through.

The charges in question:
- [Date]: $[amount], reference [number]
- [Date]: $[amount], reference [number]

Please reverse the duplicate (or post-cancellation) charge of $[amount], confirm that my account is [closed / correct], and send me a corrected statement.

I've enclosed copies (not originals) of: [receipt / invoice / order confirmation / screenshots / chat transcript / photos].

Please reply in writing by [date, e.g. 14 days from today]. If I don't hear back by then, I plan to [file a complaint with my state consumer protection office / the CFPB / dispute the charge with my card issuer / consider small claims court].

You can reach me at [email] or [phone].

Sincerely,
[Signature]
[Printed name]

Enclosures: [list each copy you're sending]

## Variant C: Defective product that broke or never worked

[Your full name]
[Street address]
[City, State ZIP]
[Email] | [Phone]

[Date]

[Company name]
Attn: [Customer Relations / Billing Department / Consumer Complaint Division]
[Company street address]
[City, State ZIP]

Re: [Account or order number, last 4 digits only if it's a card]

Dear [Name or "Customer Relations"]:

On [date], I bought a [product name, model and serial number] from [store or website] for $[amount]. [Within (time) / On (date)], it [stopped working / arrived damaged / did not work as described] because [short, specific description of the problem].

[Optional: I tried to fix this by (contacting support on (date) / returning it to the store / following the troubleshooting steps), but (what happened).]

To resolve this, I'm asking for a [full refund / replacement / free repair] under [the store's return policy / the product warranty]. I can return the item if you send me a prepaid return label.

I've enclosed copies (not originals) of: [receipt / invoice / order confirmation / screenshots / chat transcript / photos].

Please reply in writing by [date, e.g. 14 days from today]. If I don't hear back by then, I plan to [file a complaint with my state consumer protection office / the CFPB / dispute the charge with my card issuer / consider small claims court].

You can reach me at [email] or [phone].

Sincerely,
[Signature]
[Printed name]

Enclosures: [list each copy you're sending]