

(Date of Letter)

(Name of Company)

(Attn: Advertising Department)

(Street Address)

(City, State and Zip Code)

RE: Advertising Error

Dear Advertising Director:

Recently the undersigned purchased the following product from your company: (name of product). The advertisements relative to said product were viewed prior to purchase and indicated that the product would

(describe function of product). However, upon receiving and attempting to use the product, it was determined that the product was not as represented and, accordingly, the product did not satisfy representations made relative to product use. Consequently, a full refund for return of the product is hereby requested. The product is enclosed (or attached). Since your product return policy has not been clearly delineated for public understanding, it is presumed that better business standards will apply and that a refund will be forthcoming in the amount of \$ . This is the amount which was tendered for the product, including shipping, handling, etc. Should there be any problems relative to the return of and refund for said product, kindly advise immediately. Thank you.

Very truly yours,

(Signature)

(Address)

(City, State and Zip Code)

(Phone Number)

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This is not a substitute for legal advice. An attorney must be consulted.