

## **Overdue Work/Poor Workmanship Complaint Letter**

**This package contains:**

1. Instructions & Checklist for Complaint about Overdue Work or Poor Workmanship
2. Overdue Work/Poor Workmanship Complaint Letter

## Instructions & Checklist for Overdue Work/Poor Workmanship Complaint Letter

- This package contains (1) Instructions & Checklist for Complaint about Overdue Work or Poor Workmanship; and (2) Overdue Work/Poor Workmanship Complaint Letter;
  
- This form is designed to assist you in drafting a letter of complaint when work is overdue or you receive a product made with poor workmanship.
  
- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.
  
- Be sure to sign the letter and to make a copy before sending it out.
  
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
  
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
  
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

November 9, 2010

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Ref: [Work Order/Invoice Number]

Dear [Name of Recipient]:

I am writing in regards to [Work or Product Requested].

When I ordered the item, it was my understanding that it would be completed by [Due Date]. Unfortunately, I have yet to receive my order. Unfortunately, when I received [Product Received], I discovered that it was very poorly made and is not the quality expected. *[Select which of the two preceding sentences applies to your situation and delete the other one.]* This is simply unacceptable. I insist that you correct this situation immediately.

Enclosed is a copy of the [Work Order/Invoice]. Please let me know how best to return the item to you. In addition, since this item is of subpar quality, I do not expect to be responsible for paying the return shipping cost or the cost to ship a replacement. *[Delete paragraph if complaint is about overdue work.]*

Enclosed is a copy of the [Work Order/Invoice]. Please contact me immediately to inform me when the work will be completed. *[Delete paragraph if complaint is about poor workmanship.]*

I thank you, in advance, for your prompt attention to this matter.

Sincerely,

[Your Name]  
[Title if any or delete if none]

Enclosure