

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Salon Name]
[Salon Address]
[City, State, Zip Code]

Dear [Salon Manager's Name],

I hope this message finds you well. I am writing to express my dissatisfaction with the eyelash extension service I received at your salon on [date of appointment].

During my appointment, I had expressed my desire for [specific details about the desired outcome], but unfortunately, the results were not as expected. [Explain the issues you experienced, such as uneven extensions, irritation, or premature fallout.]

I have been a loyal customer and have always appreciated the quality of your services. However, this experience has left me disappointed. I kindly request a refund or a complimentary touch-up appointment to rectify the situation.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]