

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

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

Dear [Recipient Name],

I hope this letter finds you well. I am writing to you regarding our recent experiences with the Xerox printer model [Model Number] that we purchased from your company on [Purchase Date].

[Explain the issue or concern in detail, including any attempts made to resolve the problem].

We appreciate the value of the Xerox brand and have always trusted your products for their quality and reliability. We are hopeful that this issue can be resolved promptly.

Please let us know how you can assist in addressing this matter. We look forward to your timely response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]
[Your Position]
[Your Company Name]