

[Your Name]
[Your Address]
[Your Phone Number]
[Your Email]

[Date]

[Recipient Name or Department]
[Company Name]
[Company Address]

Subject: Formal Request for Resolution Regarding Misleading Promotional Offer

Dear [Recipient Name],

I am writing to formally request a resolution regarding a promotional offer I received on [Date] for [Name of Product/Service].

The promotion advertised [Describe what was promised, e.g., a 50% discount, a free gift, or a specific price]. However, upon attempting to redeem this offer, I was informed that [Describe what actually happened, e.g., the discount was not applied, additional hidden fees were added, or the item was unavailable].

I find this offer to be misleading because [Explain why it was unclear or deceptive, e.g., the terms and conditions were hidden or the advertisement contradicted the final price].

To make this situation right, I am requesting that you honor the original terms of the promotion by providing me with:

- [Specific Request 1, e.g., A refund of the price difference]
- [Specific Request 2, e.g., The complimentary item as promised]
- [Specific Request 3, e.g., Application of the discount code to my account]

Attached are copies of the original advertisement and my receipt for your reference.

I look forward to your prompt response and a fair resolution to this matter within [Number] business days. Thank you for your time and attention.

Sincerely,

[Your Signature]

[Your Printed Name]