

Ms. Emily Smith  
6999 Main Street  
Chicago, IL 88998

► **(Return Address – of letter writer)**

January 2, 2000

► **(Date: month, day, year)**

Mr. Sam Jones  
President  
KR Toys

► **(Inside Address – recipient’s “formal” name, title,  
company**

3444 Elm Drive  
Wichita, KS 66500

**name, address, city, state, zip)**

Dear Mr. Jones:

► **(Salutation – formal)**

This letter is to inform you of a problem I have had with a toy that I purchased at your store.

► **(Body of Letter – purpose and details)**

I purchased a karaoke machine at your store on December 20, 1999. It was to be used for a New Years Eve party that my family had for some of my friends. That evening, before the party, we plugged in the machine and set it up. When I first tried to test the machine, the CD started to play sound, but there were no words on the screen. We read the directions and tried other CD’s, but the machine never worked.

As you may guess, the party wasn’t the same without a karaoke machine. Therefore, I wanted to write this letter to let you know what happened, and to ask that you use brands that are more reliable than the one that I purchased.

Thank you very much for your time.

Sincerely,

► **(Complimentary closing – ex. Sincerely, Regards,  
Yours truly, From)**

*Emily Smith*

► **(Signature – 4 full spaces)**

Emily Smith

► **(Typed name of letter writer)**

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Richard

**LAST NAME**  
Evans

**E-MAIL ADDRESS**

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