

**Sample of a Letter of Claim**

**Drivers Co.**  
**3489 Greene Ave.**  
**Olympia, WA 98502**  
August 17, 2010

Richard Brown, President  
Document Makers  
Salem, MA 34588

Dear Mr. Brown:

As someone who has worked with your company for over 3 years, we were very disappointed to see the documents you produced for our latest Drivers Co. publicity campaign.

As our written agreement stipulated, we expected full color leaflets with fancy explanatory texts, but instead, we found that black and white photos had been included in the prepared leaflets. I think you will agree that a communication problem exists.

We would like you to send out a photographer to provide us with the promised color coverage, or provide us with a refund.

Yours truly,

*(signature here)*

Thomas R. Smith,  
Director

