

# Business Complaint Letter

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Charles Dean

CEO at New Software Solution Technology

Los Angeles 323490, California

Dear Sir,

I'm addressing this complaint letter as the aggrieved of your business policies that have just robbed me. I recently bought software from your company to have my hands on its under the trial period and then go for the paid variant if it meets my requirements. Unfortunately, it couldn't meet my specific requirements and as per the policy of your business, I made my request for seeking the refund which was rejected by your administration authority. Consequently, when I asked them for the reason they provided me with some terms and conditions to violate my refund request. I was never made aware of those terms and conditions while making my purchase for the software. I kindly request you to please look into this whole matter of confusing robbing and get my refund for the software that I don't want to buy or use.

Thanks & regards

Jay Lauren