

Date

Don't forget the date!

Person/Business/Agent's Name

Address

City, State, Zip

RE: Briefly describe subject of letter (*Ex: Refund of Repair Fees*)

To Whom It May Concern:

I am sending this letter to you as the (*position of authority (ex: owner, manager)*) for (*Company name or address of rental unit*). Please direct this letter to the person or persons with authority to resolve the following matter.

Briefly describe facts of situation. It is best to be specific about dates and prices, if you know them. Include copies of any contracts or agreements that were made.

Ex: On April 1, 2012 I brought my PlayStation to Super Electronics for repair. The unit would not power on. I signed an agreement authorizing you to fix my game system and paid \$150. (Attached is a copy of the agreement.) The agreement said my system would be ready for pickup in 3 days. It was not ready until May 5, which was 31 days longer than promised. After picking up my item, I immediately discovered it still will not turn on.

Make a specific demand. Ask them to fix something, pay for something, refund money, or take other actions to solve the problem. Give them a deadline to fix the problem and maybe remind them that you can seek legal action if they fail to respond.

Ex: I would like a full refund of my \$150. Super Electronics did not fix my PlayStation as agreed. It was not ready within 3 days and it still does not turn on. I did not receive the benefit of my bargain. Please send me a check or money order for \$150 to address below within 30 days of receipt of this letter. If I do not hear from your company within 15 days, I will seek all available remedies including filing suit in court.

Sincerely,

Sign your name in blue or red ink to distinguish the original letter from copies

Your Name

Permanent Mailing Address

City, State, Zip

SENT VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

CC: NAME & ADDRESS (co-defendant, local manager, roommates, etc.)

Be sure to type these lines at the bottom. This is more proof of the steps you're taking to resolve the matter.

It is usually best to mail the registered agent for Texas corporations; you can find the address for the agent by searching the business name at <https://ourcpa.cpa.state.tx.us/coa/index.html>

How To Use This Demand Letter

1. Decide who you need to mail.
 1. If the letter deals with an apartment or house rental, look up the owner's name in the property tax records.
 1. Travis County Central Appraisal District – this a website that lets you search by property address to locate the owner's name and address
 2. If it's a business, find out if it is incorporated. You can usually find this out by looking at their website or checking the name of the business (ex: Walmart, Inc.)
 1. If it is a corporation, go online to the Texas Comptroller's Taxable Entity Search website and search the name of the company. All corporations doing business in Texas must designate an agent who will guarantee that the mail is checked. <https://ourcpa.cpa.state.tx.us/coa/Index.html>
 3. If it not a corporation, call the company and find out the name of the owner or manager. Send the letter to that person at their main office or local address.
2. Retype this letter so that it fits your needs.
 1. Use a serif font to appear professional. (Ex: Times New Roman vs. Arial)
 2. Spell check the letter.
 3. Have a friend proofread it.
 4. Attach copies of any contracts or supporting documents (ex: receipts)
 5. Keep a printed copy for your records.
3. Print two copies: one to mail and one to keep.
 1. Take one copy to post office. Spend \$7 and send it via certified mail with a return receipt requested. The post office will give you a certified mail receipt – KEEP IT! Staple it to your copy of the letter to avoid loss.
 1. Certified Mail – proof that you mailed a letter on a particular day
 2. Return Receipt – proof that the letter was received on a particular day
4. After you've mailed it, check your mail for the Return Receipt; once you receive it, staple it to your copy of the letter. You can now start counting days for response beginning with the day after they received it (the Return Receipt will have a postmark or date – use it as the starting point). If you do not get a response within your time frame, you can send a second letter or pursue legal options.