

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

[Date]

[Rental Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Rental Company Manager's Name],

I am writing to express my dissatisfaction with the rental equipment I recently received from your company on [rental date]. The [specific equipment name] did not perform as expected due to [describe the specific issues, e.g., malfunction, missing parts, etc.].

I had anticipated a high standard of service and reliability based on your company's reputation; however, this experience has been disappointing. I attempted to resolve the issue by [mention any actions taken, like contacting customer service], but unfortunately, the matter remains unresolved.

I would appreciate your prompt attention to this matter. I would like to request a full refund or a replacement of the equipment. Please let me know how we can proceed to rectify this situation.

Thank you for your attention to this issue. I look forward to your prompt response.

Sincerely,
[Your Name]