

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Customer Service Department

Airline Name

Airline Address

City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction regarding the unreasonable baggage fees imposed by [Airline Name] during my recent travel on [Flight Number] from [Departure City] to [Arrival City] on [Date]. Despite adhering to the published baggage policies, I was charged an unexpected fee of [Amount].

Such fees seem excessive, especially considering the nature of my luggage, which was within the stipulated weight and size limits. I believe this charge is unwarranted and inconsistent with the service standards promised by [Airline Name].

I kindly request a review of this charge and a refund of the amount paid. I hope we can resolve this matter promptly, as I value the service provided by [Airline Name].

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

Sincerely,

Your Name