

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Store Manager's Name
Store Name
Store Address
City, State, Zip Code

Dear [Store Manager's Name],

I am writing to formally lodge a complaint regarding the billing errors I encountered during my recent visit to your store on [Date of Visit]. Despite my efforts to resolve the issue at the time, the problem remains unaddressed.

During my transaction, [briefly describe the specific errors, e.g., incorrect pricing, double charges, etc.]. I brought this to the attention of the staff present, but unfortunately, the matter was not rectified satisfactorily.

As a loyal customer, I am disappointed with the level of service received and would appreciate your prompt attention to this matter. I kindly request that you review my transaction and provide a resolution, including a correction to the billing and any applicable refunds.

Thank you for your attention to this important matter. I look forward to your timely response.

Sincerely,
[Your Name]