

Complaint Letter Sample for Faulty Electronic Product Replacement

This **complaint letter sample for faulty electronic product replacement** provides a clear and professional template for customers to formally address issues with defective electronic items. It guides users on how to detail the product's faults, mention purchase information, request a replacement or refund, and express expectations for prompt resolution. Using this sample helps ensure effective communication with customer service, facilitating a smoother resolution process and protecting consumer rights.

Complaint Letter Template

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

[Recipient Name or Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Replacement of Faulty Electronic Product

Dear [Recipient Name/Customer Service Manager],

I am writing to formally complain about a defective electronic product that I purchased from your store/website. Below are the purchase and product details:

- **Product Name:** [Product Name]
- **Model/Serial Number:** [Model/Serial Number]
- **Date of Purchase:** [Purchase Date]
- **Order/Invoice Number:** [Order Number]

Shortly after purchase, I noticed the following issues with the product: [Describe the faults or malfunctions in detail, including when and how they occurred]. I have attached supporting documents, such as the purchase receipt and photos of the faulty product, for your reference.

As the product is still under warranty, I kindly request a prompt replacement or a full refund according to your company's return and warranty policies.

Please advise me on the next steps to initiate the replacement process. I expect a response within [reasonable time frame, e.g., 7 business days], as I rely on this product for daily use.

Thank you for your prompt attention to this matter. I look forward to your swift response and a satisfactory resolution.

Sincerely,
[Your Name]