

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

[Recipient Name]  
[Title/Position]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Formal Complaint and Request for Replacement â€“ Expired Product Delivered

Dear [Recipient Name],

I am writing to formally bring to your attention an issue regarding my recent purchase from your company, and to request an immediate replacement for an expired product delivered to me.

On [Purchase Date], I purchased [Product Name and Description, including size, quantity, and model if applicable] through [Order Number/Invoice Number] from your [store/website/branch]. Upon receiving the product on [Delivery Date], I was disappointed to find that the expiration date clearly mentioned on the packaging was [Expired Date], indicating that the product had already expired prior to the date of delivery.

This not only renders the product unfit for use or consumption but also raises significant concerns regarding quality control and customer safety. As a valued customer, I expect to receive goods that meet quality standards and are safe to use.

In light of this, I kindly request that you arrange for the following at the earliest:

- Immediate replacement of the expired product with a new, valid item of the same specification.
- Collection of the expired product from my address noted above.
- A clear outline of the steps you will take to ensure such incidents do not recur.

Please treat this matter with urgency. I look forward to your prompt response within [reasonable time frame, e.g., 7 business days] to resolve this issue. If you require any further information or documents (such as a photo of the expired product or a copy of the invoice), please let me know.

Thank you for your immediate attention to this matter. I trust you will take the necessary steps to maintain customer confidence and satisfaction.

Sincerely,  
[Your Name]