

Sample Complaint Letter for Product Not Working (Warranty Still Active)

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

[Manufacturer's/Seller's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Faulty Product Under Active Warranty

Dear [Manufacturer's/Seller's Name],

I am writing to formally address an issue with the **[Product Name and Model]** that I purchased from your store/website on **[Purchase Date]**. The product is still under the original manufacturer's warranty, which is valid until **[Warranty Expiry Date]**.

Unfortunately, the product has stopped working as intended. Specifically, **[briefly describe the issue: e.g., "the product fails to turn on" or "the device is malfunctioning"]**. Despite following all usage and troubleshooting guidelines provided in the manual, the problem persists.

I have attached a copy of my purchase receipt and the warranty card for your reference.

According to the warranty terms, I am entitled to a repair or replacement of the defective item. I kindly request that you arrange for the product to be repaired or replaced as soon as possible. Please advise me of the next steps and provide instructions on how to proceed with the warranty claim.

This matter is urgent and I would appreciate a prompt response. I look forward to your reply within **[reasonable time frame, e.g., "seven (7) business days"]**.

Thank you for your attention to this matter.

Sincerely,
[Your Name]