

# Sample Letter to Address Unsatisfactory Product or Service

This **sample letter to address unsatisfactory product or service** provides a clear and professional way to communicate issues with a purchased item or service. It outlines the problem, describes the dissatisfaction, and requests appropriate action such as a refund, replacement, or repair. Using such a letter helps customers assert their rights while maintaining courteous communication, which can lead to a satisfactory resolution between the consumer and the supplier.

## Sample Letter

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

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

Subject: Complaint About Unsatisfactory [Product/Service]

Dear [Recipient's Name or "Customer Service"],

I am writing to bring to your attention my dissatisfaction with the [product/service] that I purchased from your company on [date of purchase], with order/reference number [order/reference number].

Unfortunately, the [product/service] has not met my expectations due to the following issues: [briefly describe the problems with the product or service, e.g., malfunction, poor quality, delay, etc.]. Despite my attempts to resolve these matters by [mention any prior contact or attempts to address the issue], the problem remains unsolved.

As a valued customer, I expect products/services from your company to meet a high standard, but this experience has been disappointing. I request that you [state your desired resolution: refund, replacement, repair, etc.] at your earliest convenience.

Please let me know what steps will be taken to address this issue. I have attached any relevant documentation (e.g., receipts, photographs) to support my claim.

I look forward to your prompt response to resolve this matter satisfactorily. Thank you for your attention.

Sincerely,  
[Your Name]