

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

[Recipient Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint for Faulty Goods â€“ Invoice No. [Invoice Number], Reference No. [Reference Number]

Dear [Recipient Name],

I am writing to formally complain about the faulty goods I received from your company on [Purchase Date]. The items were purchased under Invoice No. **[Invoice Number]** and Reference No. **[Reference Number]**.

Specifically, the following issues were encountered with the purchased items:

â€¢ [Describe the specific faults or defects in the goods]

â€¢ [Mention any attempts you made to resolve or troubleshoot the issue]

These issues have rendered the products unusable and do not meet the standard of quality as described at the time of purchase. As my purchase is still within the warranty/guarantee period, I kindly request a prompt resolution. I would appreciate it if you could [choose one: repair, replace, or refund] the faulty goods at your earliest convenience.

For your reference and to facilitate the processing of my complaint, I have attached a copy of the original invoice and included the purchase and reference numbers. Please let me know if you require any further information or documentation.

I look forward to your swift response and a satisfactory resolution to this matter. Please contact me at [Your Phone Number] or [Your Email Address] should you need further clarification.

Yours sincerely,
[Your Name]