

Consumer Complaint Letter Template

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

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

Subject: Complaint Regarding Defective [Product Name/Model]

Dear [Recipient's Name or Customer Service],

I am writing to formally bring to your attention an issue I have experienced with a product I purchased from your company. Details of the purchase and the problem encountered are as follows:

- **Product Name/Model:** [Product Name/Model]
- **Date of Purchase:** [Purchase Date]
- **Order/Receipt Number:** [Order/Receipt Number]
- **Place of Purchase:** [Store Name/Website]

Unfortunately, the product has proven to be defective. The specific issue(s) observed are:

- [Describe the defect or problem in detail, including when it was first noticed.]
- [Explain how the issue affects the use of the product.]

I have attached copies of my purchase receipt, photos of the defective item, and any communication related to this matter for your reference.

Given the circumstances, I kindly request the following resolution:

- [Choose one: A replacement, a repair, or a full refund.]

I would appreciate it if my concern could be addressed promptly. If additional information or documentation is required, please let me know at your earliest convenience.

Should I not receive a response within [reasonable timeframe, e.g., 14 days], I will follow up with you regarding the status of my complaint. I hope this matter can be resolved swiftly and amicably.

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

Sincerely,
[Your Name]