

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

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

Subject: Formal Complaint Regarding Defective Product Received

Dear [Recipient Name or Customer Service Department],

I am writing to formally lodge a complaint regarding a defective product I received from your company. I purchased the product, [Product Name/Model, Order Number], on [Purchase Date] through [purchase method – online, in-store, etc.]. Upon receipt and initial use, I encountered several issues which I must bring to your immediate attention.

Specifically, the product exhibits the following problems:

- [List specific defects, e.g., non-functionality, physical damages, missing parts, discrepancies from advertised features, etc.]
- [Describe additional issues if applicable]

These issues are not only disappointing but are also inconsistent with the expectations set by your company's advertisements and product descriptions. I trust your company's commitment to quality, but this experience has caused inconvenience and dissatisfaction.

I kindly request a satisfactory resolution to this matter. I would appreciate [a replacement/refund/repair-choose one or more], as well as guidance on the process for returning the defective item. I also urge you to review your quality control procedures to prevent such issues from affecting future customers.

I have attached copies of my purchase receipt and photographs of the defect for your reference. Please acknowledge receipt of this letter and inform me of the next steps within [reasonable timeframe, e.g., 7 business days].

I look forward to your prompt response and a fair resolution.

Sincerely,  
[Your Name]