

# Sample Complaint Letter: Faulty Mobile Phone Replacement Request (Warranty)

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

[Customer Service Department]  
[Seller/Manufacturer Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Request for Replacement of Faulty Mobile Phone under Warranty

Dear Sir/Madam,

I am writing to formally request a replacement for my recently purchased mobile phone, which is currently covered under warranty. The details of the purchase are as follows:

- **Product Name/Model:** [Model/Name of the Phone]
- **Serial/IMEI Number:** [Serial/IMEI Number]
- **Purchase Date:** [Purchase Date]
- **Invoice Number:** [Invoice/Bill Number]
- **Place of Purchase:** [Store/Website Name]

Soon after purchase, I began experiencing the following issues with the device:

- [Brief description of the fault, e.g., "The phone frequently restarts on its own and the battery drains rapidly even when not in use."]
- [Mention any troubleshooting steps taken or visits to service centers, if applicable]

As the product is still within its warranty period and the fault is covered under the warranty terms, I kindly request a replacement of the mobile phone at the earliest convenience. I have attached copies of my purchase invoice and warranty card for your reference.

I would appreciate your prompt attention to this matter and look forward to a swift resolution. Please let me know if you require any additional information or documents.

Thank you for your cooperation.

Sincerely,  
[Your Name]

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## Attachments:

- Copy of Purchase Invoice
- Copy of Warranty Card
- Photographs of the Fault (if applicable)