

Sample Complaint Letter for Poor Product Quality and Service Response

Date: [Insert Date]

To,
The Customer Service Manager
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Poor Product Quality and Unsatisfactory Service Response

Dear Sir/Madam,

I am writing to express my dissatisfaction with both the quality of the product I purchased and the inadequate response I received from your customer service team. On [purchase date], I bought a [product name/model and relevant details] from your [store/website]. Unfortunately, the product has not met my expectations in terms of quality and performance, as outlined below:

- **Product Defects:** [Briefly describe the issues with the product, e.g., malfunctioning parts, poor construction, or discrepancies from the advertised features.]
- **Date of Issue Noticed:** [Insert date]
- **Attempts to Resolve:** [Mention if you contacted support, steps taken, and reference numbers if available.]

Upon encountering these problems, I promptly contacted your customer service on [date], hoping to find a quick resolution. Unfortunately, I was disappointed by the response which was [describe the service issue, e.g., lack of response, unhelpful advice, or refusal to address the problem].

I kindly request that you [replace the product/provide a refund/offer compensation] at the earliest. Please let me know how you intend to resolve this matter within [a reasonable timeframe, e.g., 14 days]. I am attaching relevant documents including the purchase receipt and correspondence for your reference.

I hope to receive a prompt and satisfactory response. If we are unable to resolve this issue amicably, I will have to consider seeking further action through relevant consumer forums or legal channels.

Thank you for your attention to this matter.

Sincerely,
[Your Name]
[Your Address]
[City, State, ZIP Code]
[Contact Number]
[Email Address]