

[Your Name]  
[Your Position, if applicable]  
[Your Company Name, if applicable]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

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

Subject: Complaint Regarding Defective Product and Request for Immediate Resolution

Dear [Recipient Name],

I am writing to formally inform you of a defect encountered with the product I recently purchased from your company: **[Product Name, Model/Serial Number]**, purchased on **[Purchase Date]**, under order/invoice number **[Order/Invoice Number]**.

Upon using the product, I observed the following issues:

*[Briefly describe the defect, such as "The device fails to power on," "There is a significant malfunction in the display," or "A critical component is missing/broken."].* This defect has rendered the product unusable and has significantly disrupted my [mention personal or business operations, if applicable].

Given the circumstances, I kindly request the following action(s):

- Immediate repair of the defective product, **OR**
- Prompt replacement with a fully functional item, **OR**
- Full refund of the purchase price.

I have attached copies of the proof of purchase and photographs supporting my claim. I urge you to address this matter as soon as possible, and I expect your response within [specify timeframe, e.g., "7 business days"], as per your company's warranty and customer service policies.

Your prompt attention to this issue will be greatly appreciated, and a satisfactory resolution will ensure my continued business and recommendation of your products/services.

Please feel free to contact me at your earliest convenience to discuss the next steps.

Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]