

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

[Recipient Name or Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Malfunctioning Goods – Order Reference Number [Order Number]

Dear [Recipient Name/Customer Service],

I am writing to formally lodge a complaint regarding a product I recently purchased from your company, referenced by order number **[Order Number]**. I received the order on [Date of Delivery], and unfortunately, I have encountered significant issues with the item(s) supplied.

Specifically, the product(s) in question [describe the product(s), model, and any identifying details] have exhibited the following malfunctions: [provide a clear and concise description of the issues experienced, including when and how they occurred].

These issues have rendered the product(s) unfit for use and have caused considerable inconvenience. I kindly request that you take prompt remedial action to resolve this matter. Accordingly, I would appreciate it if you could [select one: arrange for a repair/replacement/refund] at the earliest possible opportunity.

Please advise on the necessary steps I should follow to facilitate the resolution, including any return procedures or further information you may require. I have attached copies of my purchase receipt and photographs evidencing the malfunction for your reference.

I trust that you value your customers and hope that this issue will be addressed expeditiously. I look forward to your response within [reasonable timeframe, e.g., 14 days] so that we can resolve this matter to our mutual satisfaction.

Thank you for your attention.

Sincerely,
[Your Name]