

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

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

Subject: Formal Complaint and Request for Full Refund Due to Defective Product

Dear [Recipient Name/Customer Service],

I am writing to formally bring to your attention my dissatisfaction regarding the product I purchased from your company, and to request a full refund due to the item's defective condition.

Product Name/Description: **[Product Name/Model]**
Order Number: **[Order Number]**
Purchase Date: **[Purchase Date]**

Upon receiving the product, I discovered the following issues:

- [Briefly describe the defect(s) or malfunctions]
- [Mention any attempts to resolve or troubleshoot the issue]

These defects render the product unusable and fall significantly short of the quality and reliability standards expected from your company. The experience has caused considerable disappointment and inconvenience, as the product fails to function as advertised and intended.

As a consumer, I am entitled to receive goods that are free from defects and fit for their intended purpose. In line with your company's return policy and relevant consumer protection regulations, I hereby request a **full refund** for the defective product. Enclosed are copies of the purchase receipt, photographs evidencing the product's condition, and all related correspondence for your reference.

I expect a prompt response and resolution within [reasonable timeframe, e.g., 14 days] of this letter. Please advise on the steps to return the defective item and initiate the refund process.

I appreciate your attention to this matter and look forward to restoring my confidence in your company by resolving my complaint expediently.

Sincerely,
[Your Name]