

Date: [Insert Date]

To:

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

Subject: Complaint Regarding Defective Product – Request for Resolution

Dear [Recipient Name or "Customer Service Manager"],

I am writing to formally notify you of a defect found in a product I purchased from your company. Please find below the details of the purchase and the issues encountered:

- **Product Name/Model:** [Insert Product Name/Model]
- **Purchase Date:** [Insert Purchase Date]
- **Order/Invoice Number:** [Insert Order/Invoice Number]
- **Retailer/Store:** [Insert Name of Retailer or Store]

Description of the issue:

[Provide a clear and concise description of the defect, when and how it was discovered, and any steps taken to resolve it, if applicable.]

I have enclosed the following supporting documents for your reference:

- Copy of the original purchase receipt/invoice
- Photographs clearly showing the defect
- Warranty information and other relevant documentation

Given the circumstances, I kindly request [a refund/a replacement/a repair] in accordance with your company's warranty and return policy. Please advise on the next steps and how the resolution process will proceed.

I expect a prompt response within [number of days, e.g., 14 days] to address this matter. Should you need any additional information, please contact me at [your phone number] or [your email address].

Thank you for your attention to this matter. I look forward to your swift response and resolution.

Sincerely,

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

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**Enclosures:**

- Copy of Purchase Receipt
- Photographs of Defect
- Warranty Document
- [Any other relevant documents]