

Complaint Letter Template for Cancellation and Refund Due to Poor Quality

This **complaint letter template for cancellation and refund due to poor quality** provides a structured format for customers to formally express dissatisfaction with a product or service that failed to meet expected standards. The template guides the user in clearly stating the issue, requesting cancellation of the order, and demanding a refund. It emphasizes polite yet firm language to ensure the complaint is taken seriously and facilitates a prompt resolution. This template is ideal for consumers seeking to address quality concerns effectively and assert their rights in a professional manner.

Template

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

[Recipient Name]
[Title or Position, if known]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Cancellation and Refund Due to Poor Quality

Dear [Recipient Name or "Customer Service"],

I am writing to formally express my dissatisfaction with the [product/service] that I purchased on [purchase date] (Order Number: [order number]). Unfortunately, the product/service did not meet the expected quality standards as outlined at the time of purchase.

Description of the issue:

[Briefly describe the specific problems or defects encountered. For example: "The item arrived damaged," "The product did not function as advertised," etc.]

I have attached [photos, receipts, additional documentation if available] to support my complaint.

As a result of the poor quality, I kindly request the **cancellation of my order** and a **full refund** of the amount paid. According to your company's policy and consumer protection laws, I believe this request is justified.

Please process my refund to the original payment method within [reasonable time frame, e.g., 7-14 business days]. I look forward to your prompt response confirming the cancellation and refund.

Thank you for your attention to this matter. I expect that this issue will be resolved swiftly and professionally. If you require any further information, please do not hesitate to contact me at [your phone or email].

Sincerely,
[Your Name]