

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]