

Customer Complaint Letter Template for Faulty Item Replacement

This **customer complaint letter template for faulty item replacement** provides a structured and professional way for customers to formally report issues with defective products and request a replacement. It includes essential elements such as a clear description of the fault, purchase details, and a polite request for remedy. Using this template ensures effective communication with the seller or manufacturer, facilitating a timely resolution and enhancing customer satisfaction through proper documentation of the complaint.

Template

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Seller/Manufacturer Name]

[Company Address]

[City, State, ZIP Code]

Dear [Customer Service Manager/Sir/Madam],

I am writing to formally notify you of a fault with a product I purchased from your company and to request a replacement. Below are the details of the purchase:

- **Product Name/Model:** [Enter Product Name/Model]
- **Order Number:** [Enter Order Number]
- **Date of Purchase:** [Enter Purchase Date]
- **Place of Purchase:** [Enter Store/Website Name]

The issue with the item is as follows:

[Provide a clear, concise description of the fault/defect. For example: The device does not turn on, the screen is cracked upon delivery, etc.]

I have attached [photographs/receipts/other supporting documents] to assist with your assessment of my claim.

In accordance with your company's returns and replacements policy, I kindly request a replacement for the faulty item at your earliest convenience.

Please let me know the next steps and how the replacement process will be handled. I look forward to your prompt response and resolution of this matter.

Yours sincerely,

[Your Full Name]