

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

[Recipient's Name]
[Company Name]
[Customer Service Department/Address, if available]

Subject: Complaint Regarding Malfunctioning Product – Request for Immediate Resolution

Dear [Recipient's Name or Customer Service Team],

I am writing to formally bring to your attention an issue with a product I purchased from your company: [Product Name, Model, Serial Number, Purchase Date, and Order Number]. Shortly after beginning to use the product, I encountered a malfunction which has rendered it unusable.

The issue observed is as follows:

- [Briefly describe the malfunction (e.g., not powering on, unusual noise, faulty component, etc.)]
- [Summarize any troubleshooting steps you have taken or customer support you have already contacted.]

For clarity and to facilitate a timely resolution, I have attached a video to this email demonstrating the described malfunction as it occurs. I believe this evidence will help in assessing the issue accurately and expedite the process toward a solution.

Given the circumstances, I kindly request [a replacement/refund/repair] at your earliest convenience in accordance with your warranty/return policy. Please advise me on the next steps required to resolve this matter.

I appreciate your prompt attention to this issue and look forward to your reply within [your preferred time frame, e.g., 7 business days]. Should you require any further details, please feel free to contact me at [phone/email].

Thank you for your cooperation.

Sincerely,
[Your Name]

Attachment: Video evidence of product malfunction (please see the attached file)