

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

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

Subject: Formal Complaint Regarding Faulty Merchandise - Reference Number [Insert Reference Number]

Dear [Recipient's Name],

I am writing to formally lodge a complaint regarding a recent purchase from your company, specifically referencing order/reference number **[Insert Reference Number]**. Unfortunately, the merchandise received has not met the expected standards of quality due to the following issues:

- [Describe the defect or issue in detail, e.g., malfunctioning part, physical damage, product inconsistency, etc.]
- [Include any additional issues or observations pertaining to the merchandise]

As a consumer, I trust that your company upholds quality and customer satisfaction as top priorities. In light of the problems detailed above, I kindly request a prompt resolution in the form of a **[choose: replacement, repair, or full refund]**.

Please find attached copies of relevant documents, including the purchase invoice, photographs of the faulty merchandise, and any other supporting evidence.

I anticipate your response within [insert reasonable time frame, e.g., 14 days] from the date of this letter. Should you require any further information, please do not hesitate to contact me at the details provided above.

Thank you for your prompt attention to this matter. I look forward to your swift action to resolve my complaint appropriately.

Yours sincerely,
[Your Name]