

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

[Supplier/Company Name]
[Customer Service Department]
[Company Address]
[City, State, Zip Code]

Subject: Official Complaint and Request for Replacement of Defective Product

Dear [Customer Service Manager/Recipient's Name],

I am writing to formally lodge a complaint regarding a defective product I recently purchased from your company. The details of the purchase are as follows:

- **Product Name:** [Product Name]
- **Model Number:** [Model Number]
- **Order Number:** [Order Number]
- **Date of Purchase:** [Purchase Date]

Upon receipt and initial use of the product, I noticed the following defects:

- [Description of Defect 1]
- [Description of Defect 2]
- [Additional Defects, if any]

These defects have caused significant inconvenience, including [briefly explain any impact, such as inability to use the product, safety issues, or disruption to daily routines]. I purchased this product with the expectation of quality and reliability, as advertised by your company.

Therefore, I respectfully request a prompt replacement of the defective product. Please arrange for the collection of the faulty item and the delivery of a fully functional replacement at your earliest convenience.

I have attached copies of my purchase receipt and any relevant documentation for your reference. I trust your company values customer satisfaction and will address this matter swiftly to uphold your reputation for quality service.

I look forward to your prompt response confirming the steps you will take to resolve this issue. Should you require any additional information, please do not hesitate to contact me at [your phone number] or [your email address].

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]