

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

[Company Name]
[Company Address]
[City, State, ZIP Code]

[Date]

Subject: Formal Request for Replacement of Faulty Item

Dear Sir/Madam,

I am writing to formally request the replacement of a faulty item that I purchased from your company on [Purchase Date]. The details of the item are as follows:

- Product Name: [Product Name]
- Model/Serial Number: [Model/Serial Number]
- Order/Invoice Number: [Order/Invoice Number]

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

- [Describe defect 1]
- [Describe defect 2, if any]

These issues have caused considerable inconvenience and have rendered the item unfit for its intended purpose. I believe this falls short of the expected quality standards and contradicts your product warranty/consumer protection policies.

In light of this, I kindly request that you process a prompt replacement of the faulty item. I have attached copies of the purchase receipt and relevant warranty documents for your reference.

Please advise on the next steps for the replacement process and the expected timeline for resolution. I trust that your company values customer satisfaction and will address this matter urgently.

I look forward to your prompt response.

Yours faithfully,

[Your Name]