

Product Defect Complaint Letter (Reference Number Included)

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

[Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Product Defect Complaint – Reference Number: [Order/Invoice Number]

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

I am writing to formally bring to your attention a defect I have encountered with a recent purchase from your company, referenced below:

- **Product Name:** [Product Name and Model]
- **Order/Invoice Number:** [Order/Invoice Number]
- **Purchase Date:** [Purchase Date]

Upon receiving and using the product, I observed the following defect(s):

[Clearly describe the defect, e.g., "The device will not power on despite full charging," "There is a visible crack on the display," "It does not function as advertised," etc.]

This issue has resulted in [briefly describe the impact, e.g., inconvenience, not being able to use the product, potential hazards, disruption of plans, etc.].

I request that you address this issue by providing one of the following resolutions as soon as possible:

- Product replacement
- Repair of the defective product
- Full refund

I have attached copies of the purchase invoice and photographs of the defect for your reference. Please let me know if you require any further information to process my complaint efficiently.

I look forward to your prompt response and a satisfactory resolution to this matter. Please contact me at [phone/email] to provide an update or if you need any further clarification.

Thank you for your attention to this issue.

Sincerely,
[Your Name]