

Sample Complaint Letter for Faulty Product and Replacement Demand

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

[Seller's Name or Customer Service Manager]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint regarding faulty product and request for replacement

Dear [Seller's Name or Customer Service],

I am writing to formally notify you of an issue with a product I purchased from your company: **[Product Name, Model/Serial Number]**, purchased on **[Purchase Date]** (Order Number: **[Order Number]**).

Upon using the product, I discovered the following faults:

- [Describe the faults or defects in detail, e.g., "The device does not power on despite following the instructions."]
- [Any other issues noted]

These issues have caused significant inconvenience and dissatisfaction, as the product does not meet the standards and quality promised at the time of purchase.

I kindly request an immediate replacement of the faulty product. Alternatively, I am prepared to accept a full refund if a replacement is not possible.

I have attached a copy of my purchase receipt and photographs of the product showing the faults for your reference.

Please contact me at your earliest convenience to confirm the next steps. I expect a prompt response and resolution to this matter, in accordance with consumer protection laws.

Thank you for your attention to this matter. I look forward to your prompt reply.

Sincerely,
[Your Name]