

Sample Complaint Letter with Refund Request for Faulty Merchandise

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

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

Subject: Request for Refund – Faulty Merchandise

Dear [Seller's Name or "Customer Service"],

I am writing to express my dissatisfaction with a recent purchase from your company (Order Number: **[Order Number]**), placed on **[Purchase Date]**. The item in question is a **[Product Name, Model, and Description]**.

Upon receiving the merchandise on **[Date of Receipt]**, I discovered the following issue(s):

[Briefly describe the defect or issue with the product. For example: "The product does not function as described and there is visible damage to the casing."]

According to your return policy and consumer protection laws, I am entitled to a full refund or a replacement for defective merchandise. I have attached photographs of the faulty product and a copy of my purchase receipt for your reference.

I kindly request an immediate refund to my original payment method. Please confirm receipt of this letter and advise me on the steps to return the faulty item.

I expect your prompt response to this matter. Should I not hear from you within **[reasonable timeframe, e.g., 14 days]**, I may escalate the complaint through the relevant consumer protection authorities.

Thank you for your attention to this matter.

Sincerely,
[Your Name]