

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

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

Subject: Complaint Regarding Receipt of Expired Product and Request for Replacement

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

I am writing to formally bring to your attention an unfortunate issue regarding my recent purchase from your company, order number [Order Number], dated [Order Date]. Upon receipt and inspection of the item(s), I discovered that the product [Product Name/Description, including batch or lot number if available] has already expired as of [Expired Date listed on product].

This occurrence has caused me considerable inconvenience and concern, as I expected all products delivered to be well within their expiration dates to guarantee safety and quality. The receipt of an expired product does not align with the high standards and quality assurance practices that I associate with your brand.

I kindly request an immediate replacement of the expired product with one that meets proper quality and safety standards. I would appreciate it if you could arrange for the prompt collection of the expired item and ensure that the replacement is shipped as soon as possible.

I trust that you take such matters seriously and will address this issue with urgency to restore my confidence in your service. Please confirm receipt of this complaint and inform me of the steps being taken to resolve it at your earliest convenience.

Thank you for your prompt attention to this matter. I look forward to your swift response and resolution.

Sincerely,
[Your Name]