

# Complaint Letter Format for Faulty Online Order Item Replacement

**Sender's Name**

Sender's Address

City, State, ZIP Code

Email Address

Phone Number

Date

**Customer Service Department**

[Company Name]

[Company Address]

[City, State, ZIP Code]

**Subject: Complaint and Request for Replacement â€“ Order #[Order Number]**

Dear Sir/Madam,

I am writing to formally bring to your attention an issue I have encountered with an item I received from my recent online order (**Order Number: [Order Number]**), placed on **[Order Date]**. The item in question is **[Product Name/Description]**.

Upon receiving the package on **[Delivery Date]**, I discovered that the product was **[clearly describe the fault, e.g., damaged, defective, not functioning as advertised]**. This is disappointing as I was expecting the item to be in perfect condition as per your product listing.

For your reference, I have attached photographs of the faulty item and the packaging as received.

I kindly request a prompt replacement of the faulty item or, if replacement is not possible, a full refund to my original method of payment. I would appreciate your guiding me through the return process and resolving this issue at the earliest convenience.

Please acknowledge receipt of this complaint and inform me about the next steps.

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

Sincerely,

[Your Name]