

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

[Recipient's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Malfunctioning New Laptop

Dear [Recipient's Name],

I am writing to formally bring to your attention an issue concerning the **malfunctioning new laptop** that I purchased recently from your store (Order No: [Order Number], Purchase Date: [Purchase Date]). Since the purchase, the device has exhibited multiple issues, including frequent crashes, unresponsive keys, and connectivity problems. These persistent malfunctions have severely impacted my productivity and caused significant inconvenience.

Despite diligently following all recommended troubleshooting steps provided in the user manual and consulting your online support resources, the laptop continues to underperform and fails to meet the expected standards of reliability. As a consumer, I believe I am entitled to receive a product that functions correctly, especially one that is protected under warranty and consumer protection policies.

In light of the above, I kindly request an immediate resolution to this matter in the form of repair, replacement, or a full refund as stipulated by the warranty terms and consumer rights regulations. I trust your company's commitment to customer satisfaction and look forward to your prompt response.

Please contact me at your earliest convenience to confirm the next steps in resolving this matter. Kindly find attached copies of the purchase receipt and warranty documents for your reference.

Thank you for your prompt attention to this complaint. I look forward to a swift and satisfactory resolution.

Sincerely,
[Your Name]