

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

[Supplier/Manufacturer Name]
[Company Address]
[City, State, Zip Code]

Subject: **Complaint Regarding Defective Product Quality – Request for Resolution**

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

I am writing to formally bring to your attention the defective quality of the **[product name, model, order/reference number]** purchased from your company on **[purchase date]**.

Upon receipt and inspection of the product, I observed the following defects:

- **[Describe defect #1]**
- **[Describe defect #2, if any]**
- **[Add more points as needed]**

These defects have significantly impacted the usability and performance of the product, as I am unable to **[describe how the defect affects usage]**.

As evidence, I have attached clear photographs below highlighting the specific issues. Please see the enclosed photo documentation for your review.

Photo Evidence:



Description: [Brief description of what the photo shows]

Given the issues and the supporting evidence provided, I kindly request a **[replacement/refund/repair]** for the defective product at your earliest convenience.

Please advise on the next steps and how to proceed with the resolution process. I trust your company values customer satisfaction and stands by the quality of its products.

I look forward to your prompt response. Should you require any further information or clarification, please do not hesitate to contact me.

Sincerely,
[Your Name]