

# Complaint Letter Template: Product Not as Described

[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: Formal Complaint Regarding Product Not as Described – Request for Resolution

Dear [Seller's Name/Customer Service],

I am writing to formally bring to your attention an issue concerning a recent purchase I made from your store/website. On [purchase date], I bought a [product name, model, and description] (Order #[order number]) for [purchase price] as per the attached receipt.

Upon receiving the product on [delivery date], I observed that it was not as described in the listing/advertisement. Specifically, [briefly describe the discrepancy – e.g., wrong color, missing features, lower specifications, faulty condition, etc.]. This is contrary to the product description and my expectations based on the information provided at the time of purchase.

For your reference, I have attached a copy of my purchase receipt as evidence of this transaction.

I kindly request that you [choose one: issue a full refund/provide a replacement product/offer corrective action] to resolve this matter promptly. Please advise me on the next steps to rectify this situation.

I look forward to your response within [reasonable time frame, e.g., 7 or 14 days] and hope for a satisfactory resolution. Should you require any further information, please do not hesitate to contact me via the details above.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]

**Attachment:** Purchase Receipt