

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

[Store/Company Name]
[Customer Service Department]
[Store/Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Expired or Out-of-date Product

Dear Sir/Madam,

I am writing to express my dissatisfaction regarding a recent purchase I made from your store. On [purchase date], I bought [product name, brand, and details] with batch number/lot number [number if available] from your [store branch or online store]. Upon checking the product at home, I discovered that it had already passed its expiration date, which was clearly marked as [expiry date].

I am extremely concerned about the health risks and potential harm that can result from consuming or using expired products. As a customer, I trust stores to sell only products that are safe and within their use-by dates. Finding an expired product on your shelves raises serious questions about the quality control and inventory management at your establishment.

In light of this issue, I kindly request immediate action from your end. I would appreciate a full refund or a replacement of the expired product with a fresh, valid one. Furthermore, I urge you to implement more stringent checks to ensure that no other customers face similar problems in the future.

Please let me know how you intend to resolve this matter. I have attached photos of the product and the receipt for your reference. I look forward to your prompt response.

Sincerely,
[Your Name]