

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

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

Subject: Formal Complaint Regarding Delayed Replacement of Defective Product

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction regarding the delayed replacement of a defective product (Order Number: [Order Number]), which I purchased from your company on [Purchase Date]. Despite my previous communications and your company's policies on product replacement, the process has taken far longer than indicated, causing significant inconvenience and frustration.

The initial defect was reported on [Date of Reporting Defect], and all required documentation and the product itself were submitted promptly as per your instructions. However, as of today, [Number of Days/Weeks] have passed without receiving the replacement or any substantial update on the status of my request.

This extended waiting period has not only disrupted my use of the product but has also eroded my confidence in your company's commitment to customer service. Timely resolution of such issues is essential for maintaining customer trust and upholding your company's reputation for quality and reliability.

I respectfully urge you to take immediate action to expedite the replacement process and to provide me with a clear timeline for resolution. Additionally, I recommend reviewing your procedures and communication guidelines to prevent similar delays for other customers in the future.

I hope to receive a prompt response and an effective resolution to this matter. Should I not hear from you within [reasonable timeframe, e.g., 7 days], I will have to consider taking further steps to seek a resolution.

Thank you for your attention to this urgent matter.

Sincerely,  
[Your Name]