

Sample Complaint Letter for Broken Product Purchased With Manufacturer Warranty

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

[Manufacturer's Name or Customer Service Department]
[Manufacturer's Company Name]
[Company Address]
[City, State ZIP Code]

Subject: Formal Complaint Regarding Defective [Product Name] Under Warranty

Dear Sir or Madam,

I am writing to formally notify you that the **[product name, model, and serial number]** I purchased from **[retailer name]** on **[purchase date]** has become defective despite being within the manufacturer's warranty period.

The product began exhibiting the following issues:

[Describe the defect or functional problem in detail, including how and when it was discovered. For example: "The device will not power on despite being fully charged and following all troubleshooting instructions."]

Attached are copies of my original receipt, warranty documents, and photographs of the product demonstrating the problem.

According to your warranty provisions, the product should be repaired, replaced, or refunded in the event of such defects within the warranty period. I respectfully request that you **[repair/replace/refund]** the defective product as per the terms and conditions stated in your warranty.

Please let me know as soon as possible how you intend to resolve this issue. I look forward to your prompt response within [reasonable timeframe, e.g, "14 days"], as I am eager to receive a fully functioning product or an alternative solution.

You may contact me at [your phone number] or [your email address] should you require further information or clarification.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]