

Sample Letter to Company Regarding Faulty Air Conditioner

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

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

Subject: Complaint Regarding Faulty Air Conditioner – Request for Repair/Replacement

Dear Sir/Madam,

I am writing to formally bring to your attention issues I have experienced with the air conditioner (Model: [Model Number], Serial Number: [Serial Number]) purchased from your company on [Purchase Date].

Since installation on [Installation Date], the air conditioner has displayed the following problems:

- Poor cooling performance
- Unusual noises during operation
- Frequent breakdowns requiring frequent resetting

Despite following all recommended maintenance and usage guidelines, these issues have persisted and have significantly impacted my comfort and satisfaction with your product. The unit is still under warranty, and I kindly request that an authorized technician be assigned to inspect and repair or replace the unit as soon as possible.

Please confirm the receipt of this letter and inform me of the next steps or any additional information you may require. I hope for a prompt resolution in accordance with your warranty policy and trusted customer service standards.

Thank you for your attention to this matter.

Sincerely,
[Your Name]