

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

[Customer Service Department]  
[Online Store Name]  
[Store Address or Customer Service Email]  
[City, State, ZIP Code]

Subject: Complaint Regarding Defective Appliance Received – Request for Prompt Resolution

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding a defective appliance that I recently purchased from your online store. My order details are as follows:

- Order Number: [Order Number]
- Product Name and Model: [Product Name and Model]
- Date of Purchase: [Purchase Date]
- Date of Delivery: [Delivery Date]

Upon receiving the appliance, I promptly noticed several issues that render it unusable and fall significantly short of the features and performance as advertised on your website. Specifically:

- [Describe Issue 1 – e.g., The appliance does not turn on despite following all setup instructions.]
- [Describe Issue 2 – e.g., There is physical damage, including a cracked control panel and loose components.]
- [Additional discrepancies noticed – e.g., The product lacks features specified in the product description, such as ...]

These shortcomings are highly disappointing and have caused considerable inconvenience. The product does not meet the quality and standards expected, nor does it reflect the description provided prior to purchase.

I kindly request a prompt resolution to this matter. I would appreciate it if you could arrange for either a repair, a replacement with a fully functional appliance, or a full refund, as per your store's policy on defective goods.

Please inform me of the steps required to return the defective item and the expected timeline for the processing of my request. I trust that your customer service team will handle this issue professionally and in a timely manner.

I look forward to your swift response and an amicable resolution of my complaint. Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]