

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

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

Subject: Complaint Regarding Faulty Electronic Product

Dear Sir/Madam,

I am writing to formally complain about an electronic product I purchased from your store, which has not been working properly since the date of purchase. The details of the item and my purchase are as follows:

- **Product Name/Model:** [Product Name, Model Number]
- **Purchase Date:** [Date of Purchase]
- **Order/Invoice Number:** [Order Number]
- **Place of Purchase:** [Store/Website]

Soon after purchase, I noticed the following issues with the product:

- [Briefly describe the first issue]
- [Briefly describe the second issue, if any]
- [Any other relevant problems]

Despite following all instructions and troubleshooting steps recommended in the user manual, the product continues to malfunction. This has caused significant inconvenience and dissatisfaction, as I expected a higher standard of quality and performance from your brand.

I kindly request that you address this matter promptly by [please select one: repairing the product / providing a replacement / issuing a full refund]. Please let me know the next steps, including how the faulty product should be returned or serviced. A swift resolution would restore my trust and satisfaction with your company.

I have attached a copy of my purchase receipt for your reference. Should you require any further information, please do not hesitate to contact me at the details above.

I look forward to your prompt response within [specify a reasonable time frame, e.g., 14 days].

Yours faithfully,  
[Your Name]