

Date: [Insert Date]

To,  
[Recipient Name]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Defective Product – Request for Apology and Resolution

Dear [Recipient Name],

I am writing to formally express my disappointment regarding the [Product Name, Model/Serial Number, Order Number] that I purchased from [Place/Website of Purchase] on [Purchase Date]. Unfortunately, upon receiving and using the product, I discovered several defects, namely:

- [Describe defect #1, e.g., the device fails to power on]
- [Describe defect #2, e.g., visible scratches or broken parts]
- [Other relevant details]

These issues have caused considerable inconvenience and dissatisfaction, as I had expected a high-quality product based on your company's reputation. As a valued customer, I am disappointed with this experience and the impact it has had on my trust in your brand.

I kindly request a formal apology for the inconvenience caused. Additionally, I expect prompt corrective action, such as a replacement, repair, or full refund for the defective product. Please advise on the steps I need to take to facilitate this process.

I look forward to your sincere acknowledgment of this issue and a swift resolution. I trust you will address this matter promptly to maintain your company's standard of customer service.

Thank you for your immediate attention.

Sincerely,  
[Your Name]  
[Your Address]  
[Your Contact Information]