

Complaint Letter Template: Low-Quality Product (with Serial Number Evidence)

Date: [Insert Date]

To,
[Name of Customer Service Manager or Company]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Low-Quality Product – Serial Number: [Insert Serial Number]

Dear [Recipient's Name],

I am writing to formally bring to your attention an issue concerning the substandard quality of a product I recently purchased from your company. Please find the purchase details below for your reference:

- **Product Name:** [Insert Product Name]
- **Model Number:** [Insert Model Number]
- **Serial Number:** [Insert Serial Number]
- **Purchase Date:** [Insert Purchase Date]
- **Order/Invoice Number:** [Insert Order/Invoice Number, if available]

Unfortunately, the product has not met my expectations and appears to be defective/substandard due to the following issue(s):

- [Describe specific problems or defects clearly, e.g., malfunctioning parts, poor build quality, etc.]
- [Mention when and how the issues became apparent]

I am providing the serial number above as evidence to accurately identify the affected unit. I have also attached photographs (if applicable) to further document the issues.

In light of the above, I kindly request that you [replace/repair/refund] the defective product at the earliest possible convenience. Please advise on the necessary steps to proceed, including any return procedures or further documentation you require.

I look forward to your prompt resolution of this matter. Should you require additional information, please contact me at [Your Phone Number] or [Your Email Address].

Sincerely,

[Your Name]
[Your Address]
[City, State, ZIP Code]