

Formal Complaint Letter for Replacement Due to Product Malfunction

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

[Recipient's Name or Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint and Request for Replacement â€“ Malfunctioning Product

Dear [Recipient's Name or "Customer Service"],

I am writing to formally notify you of a malfunction with a product I recently purchased from your company. The details of my purchase are as follows:

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

The product began to exhibit the following issue(s) shortly after purchase: [Describe the malfunction or defect in detail]. Despite following all usage instructions and attempting basic troubleshooting, the problem persists and renders the product unusable.

As the product is still within the warranty/return period, I respectfully request a replacement. Please find attached copies of my purchase receipt and any relevant supporting documents.

I kindly ask that this issue be investigated at the earliest and that I am provided with a replacement unit as per your warranty policy. Please confirm receipt of this complaint and inform me of the next steps.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]