

Sample Complaint Letter for Malfunctioning Laptop (Under Warranty)

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

[Customer Service Department]
[Laptop Manufacturer or Retailer Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Malfunctioning Laptop (Model: [Model Number], Serial: [Serial Number]) Under Valid Warranty

Dear Sir/Madam,

I am writing to formally register a complaint regarding my laptop, which I purchased from your store/website on [Purchase Date]. The laptop is covered by a valid warranty until [Warranty Expiry Date], a copy of which I have attached for your reference.

Unfortunately, the laptop has been malfunctioning since [Date Problem Began]. The specific issues include:

- [Issue 1: e.g., Laptop frequently shuts down unexpectedly]
- [Issue 2: e.g., Battery drains rapidly even when not in use]
- [Issue 3: e.g., Screen flickers and displays error messages]

These defects have severely affected my ability to use the laptop for both personal and professional purposes. I have taken all recommended steps such as updating the software, performing a factory reset, and troubleshooting as per the user manual, but the problems persist.

As the product is still under warranty, I kindly request that you arrange for the laptop to be repaired, replaced, or fully refunded as soon as possible. Attached are copies of the purchase receipt and the warranty card for your verification.

Please let me know the next steps and the estimated timeline for resolving this issue. I expect this matter to be addressed promptly, in accordance with your warranty policy and consumer protection laws.

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

Sincerely,
[Your Name]