

Sample Complaint Letter: Product Defect (with Photos Attached)

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

[Recipient Name]
[Title/Position, if known]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Defective Product – Request for Resolution

Dear [Recipient Name / Customer Service],

I am writing to formally bring to your attention a defect in a product I recently purchased from your company. I am requesting your prompt assistance in resolving this matter.

Product details:

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

Nature of the defect:

Upon receipt and initial use of the product, I observed the following defect(s): [Describe the defect(s) in detail, e.g., "The device does not power on," "There is a visible crack on the screen," etc.]. For your reference, I have attached photos clearly showing the said defect(s).

Attached Photos:

- [Photo 1 – \[Brief Description\]](#)
- [Photo 2 – \[Brief Description\]](#)

Defect Photo 1

Defect Photo 2

Resolution requested:

Based on the above, I kindly request [replacement/refund/repair] of the defective product at your earliest convenience. Please advise me on the next steps to initiate the process.

I appreciate your prompt attention to this issue. Please contact me at [phone/email] should you require further information.

Thank you for your cooperation.

Sincerely,
[Your Name]