

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

[Date]

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

**Subject: Complaint about Faulty Goods – Product Reference: [Product Reference], Order Number: [Order Number]**

Product Reference: **[Product Reference]**

Order Number: **[Order Number]**

Dear Sir or Madam,

I am writing to formally lodge a complaint regarding a faulty product I received from your company. The item in question is referenced above, and was purchased on [Purchase Date] through your website/store.

Upon receiving and unpacking the item on [Date of Receipt], I noticed the following issues:

– [Describe the faults or defects – e.g., item not functioning, visible damage, missing components, etc.]

– [Further relevant details supporting your complaint]

These issues became apparent [briefly explain how and when the fault was discovered, e.g., "when I first used the product," or "immediately upon opening the packaging"]. The product does not meet the quality and standards expected, nor those described at the point of purchase.

In accordance with the Consumer Rights Act [or relevant legislation], I kindly request that you [choose one: replace/repair/refund] the faulty product at your earliest convenience. I would appreciate clear instructions regarding the return or exchange process, and request that you cover all associated costs, if applicable.

I have attached copies of my purchase receipt and photographs documenting the faults for your reference.

Please respond to this complaint within [reasonable timeframe, e.g., 14 days] to confirm how you will resolve this matter. I look forward to your prompt attention and a satisfactory resolution.

Yours faithfully,  
[Your Name]