

Date: [Insert Date]

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

Subject: Formal Complaint and Demand for Product Replacement Due to Defect

Dear [Recipient Name],

I am writing to formally raise a complaint regarding a defect discovered in the [product name/model/serial number], which I purchased from your company on [purchase date] (Order Number: [order number]). I had high expectations for the quality and reliability of your products; however, I am disappointed to report that the item I received has not met these expectations due to the following issue(s):

- [Clearly describe the defect or malfunction, including any relevant details such as how and when it was discovered, and any attempts you made to rectify the issue.]

This problem has caused considerable inconvenience and dissatisfaction, as I am unable to use the product as intended. I have enclosed/attached copies of my proof of purchase and photographs documenting the defect for your reference.

In light of the above, I respectfully request an immediate replacement of the defective product. I trust that your company values customer satisfaction and upholds high standards of quality. I kindly ask that you arrange for the replacement to be shipped at no additional cost to me, or alternatively, offer a prompt and satisfactory resolution.

Please respond to this complaint within [number of days, e.g., 7 or 14] days from the date of this letter. Failure to address my concerns promptly may leave me with no choice but to consider further action.

I look forward to your swift response and an amicable resolution to this matter.

Sincerely,

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

Enclosures: Proof of Purchase, Photographs of Defect (if applicable)