

Complaint Letter Format for Poor Quality Household Appliance

This guide presents a clear and effective **complaint letter format for poor quality household appliance** issues, helping consumers to formally address problems such as defects, malfunctioning parts, or substandard performance. The format includes essential components like a polite introduction, a detailed description of the appliance's issues, reference to purchase details, a request for repair, replacement, or refund, and a courteous closing. Utilizing this format ensures clear communication with the manufacturer or retailer, facilitating prompt resolution and consumer satisfaction.

Sample Complaint Letter

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Recipient Name/Customer Service

Company Name

Company Address

City, State, ZIP Code

Subject: Complaint Regarding Poor Quality of [Appliance Name/Model]

Dear Sir/Madam,

I am writing to formally bring to your attention the unsatisfactory performance of the [Appliance Name/Model], which I purchased from your store/website on [Purchase Date], with order/invoice number [Order/Invoice Number].

After only [duration since purchase], the appliance has shown the following issues: [briefly list defects, malfunctions, or substandard performance]. Despite following the provided instructions and proper usage, these problems have significantly affected the appliance's functionality.

I request that the appliance be [repaired/replaced/refunded] as per your warranty and company policy. Enclosed/attached are copies of the purchase receipt and warranty card for your reference.

I hope this issue can be resolved promptly. Please let me know the next steps I should follow for a quick resolution. I look forward to your positive response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

Tips:

- Be clear and concise in describing the problem.
- Attach copies (not originals) of relevant receipts, warranties, and correspondence.
- Maintain a polite and professional tone throughout the letter.