

Customer Complaint Letter for Recurring Product Malfunction

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

[Company Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Recurring Malfunction of [Product Name & Model]

Dear [Customer Service Manager/Recipient's Name],

I am writing to formally bring to your attention my ongoing dissatisfaction regarding the repeated malfunction of the [product name and model], which I purchased from your company on [purchase date], order number [order/invoice number].

Since the time of purchase, I have encountered the following consistent issues with the product:

- [Describe the first recurring issue, e.g., "The device fails to power on intermittently."]
- [Describe the second recurring issue, e.g., "The battery drains abnormally fast despite limited use."]
- [Mention any other issues, e.g., "There is an error message displaying upon every attempted use."]

These issues have occurred repeatedly, despite my efforts to troubleshoot them using the guidelines provided in your user manual and after contacting your customer support team on [mention dates of previous support, if any]. The problem(s) persist, greatly impacting my experience and rendering the product unreliable for my needs.

Given the recurring nature of these malfunctions and my previous attempts to resolve them, I kindly request that you [choose one: arrange for a thorough repair, provide a replacement unit, or issue a full refund]. Please advise on the next steps and how my request will be addressed.

I am attaching copies of my purchase receipt, warranty details, and records of prior correspondence for your reference. I look forward to your prompt response and a satisfactory resolution to this matter.

Thank you for your attention to this issue.

Sincerely,
[Your Name]