

Email Complaint Letter Template

Submitting an **email complaint letter** with scanned proof of purchase enables customers to formally raise concerns or issues about a product or service by providing verifiable evidence of their transaction. This process ensures a clear and efficient communication channel between the customer and the company, facilitating quicker resolution and accountability. Including scanned proof of purchase strengthens the complaint by validating the claim and expediting the verification process, leading to better customer service outcomes.

Sample Email Complaint Letter

Subject: Complaint Regarding [Product/Service Name] – Request for Resolution

Dear [Customer Service/Relevant Department],

I am writing to formally raise a complaint regarding my recent purchase from [Store/Company Name]. My purchase details are as follows:

- **Product/Service:** [Product or Service Name]
- **Date of Purchase:** [Purchase Date]
- **Order/Invoice Number:** [Order/Invoice Number]

Issue Description:

[Clearly and concisely describe the issue you have encountered with the product or service.]

As proof of my purchase, I have attached a scanned copy of my purchase receipt/invoice to this email.

I kindly request that you investigate this matter and provide an appropriate resolution. I look forward to your prompt response and a satisfactory solution to my concern.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]

Attachment:

- Scanned proof of purchase (receipt/invoice)