

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

[Supplier/Manufacturer Name]
[Company Address]
[City, State, ZIP Code]

Subject: Official Complaint Regarding Substandard Product and Request for Immediate Replacement

Dear [Supplier/Manufacturer Name],

I am writing to formally express my dissatisfaction with the [product name, model, or order number] purchased from your company on [purchase date]. Upon receipt and inspection, I discovered that the product is substandard and does not meet the quality standards as advertised or expected.

Specifically, the following issues were observed:

- [List specific defects or shortcomings, e.g., malfunctioning parts, poor workmanship, missing components, etc.]
- [Additional details, e.g., failure to operate as described, damage during shipping, etc.]

These defects have rendered the product unusable and have caused significant inconvenience and disappointment. As a valued customer, I expect to receive products that meet the quality standards guaranteed by your company.

I kindly request an immediate replacement of the defective product. Please arrange for the return and replacement process at your earliest convenience. I expect the replacement to fully comply with the specifications and quality standards promised.

I trust that you will address this matter promptly to maintain customer satisfaction and trust in your brand. Please confirm receipt of this complaint and provide information about the proposed resolution within [reasonable time frame, e.g., 7 business days].

Thank you for your immediate attention to this matter. I appreciate your cooperation and look forward to a swift resolution.

Sincerely,
[Your Full Name]