

Sample Complaint Letter for Replacement of Broken Household Product

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

[Seller's/Manufacturer's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Replacement of Broken Household Product

Dear [Seller's/Manufacturer's Name],

I am writing to formally bring to your attention an issue regarding the [Product Name, Model, Serial Number] that I purchased from your [store/website] on [Purchase Date], with the order number [Order Number]. Upon receiving and using the product, I noticed it was defective/broken due to [briefly describe the defect or malfunction, e.g., "the blender's motor does not start" or "the heater arrived with a cracked casing"].

As a valued customer, I am disappointed that the product did not meet the quality standards I expect from your company. In accordance with your warranty and replacement policy, I kindly request a prompt replacement of the defective item. Please advise on the next steps for returning the broken product and receiving its replacement. Enclosed/attached are copies of my purchase receipt and photographs documenting the defect.

I trust you will address this matter at your earliest convenience. I look forward to your prompt response and a satisfactory resolution.

Thank you for your attention to this matter.

Sincerely,
[Your Name]