

Sample Complaint Letter for Faulty Electronic Product

This document provides a sample **complaint letter for a faulty electronic product**, illustrating how consumers can effectively communicate issues related to defective devices. The letter typically includes details about the product, the nature of the fault, the purchase date, and a clear request for repair, replacement, or refund. This example serves as a practical guide to help customers assert their rights and seek prompt resolution from manufacturers or retailers regarding malfunctioning electronics.

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

[Retailer/Manufacturer's Name]
[Customer Service Department]
[Company Address]
[City, State ZIP Code]

Subject: Complaint Regarding Faulty [Product Name and Model]

Dear Sir/Madam,

I am writing to express my dissatisfaction with the **[product name and model]** (serial number: [serial number]) which I purchased from your store on **[purchase date]** (Invoice No: [invoice number]). Unfortunately, the product has not functioned as expected.

Within **[duration after purchase, e.g., 2 weeks]** of normal use, I encountered the following issue(s):

â€¢ [Brief description of the fault, e.g., "The device fails to power on despite following all troubleshooting steps", "Screen displays distorted images", "Device overheats and shuts down"].

I have attached a copy of my proof of purchase and relevant photographs for your reference.

Under the Consumer Protection Act and your store's warranty policy, I am entitled to receive a proper remedy. Therefore, I request that you **[repair/replace/refund]** the faulty product at the earliest possible date.

I would appreciate your prompt attention to this matter. Kindly inform me of the steps I need to take to expedite the resolution.

Thank you for your assistance. I look forward to hearing from you soon.

Sincerely,
[Your Name]

Attachments:

- Copy of purchase receipt
- Photographs of the faulty product