

Defective Product Refund Complaint Letter Sample

This document provides a **defective product refund complaint letter sample**, demonstrating how to effectively communicate issues regarding faulty goods and request a refund. It serves as a guideline for customers to clearly describe the defect, express dissatisfaction, and formally demand reimbursement, ensuring their consumer rights are protected through professional and concise correspondence.

Sample Letter

Your Name

Your Address

City, State, ZIP Code

Email Address

Date

Company Name

Customer Service Department

Company Address

City, State, ZIP Code

Subject: Request for Refund – Defective Product

Dear Sir/Madam,

I am writing to express my dissatisfaction with the **[Product Name and Model]** (Order Number: **[Order Number]**), which I purchased from your company on **[Purchase Date]**. Unfortunately, upon receipt and use of the item, I discovered it to be defective due to the following issues:

- [Describe the defect or malfunction, e.g., "The device does not turn on despite charging," "There is a visible crack in the screen," etc.]
- [Mention any attempts made to resolve the issue, if applicable, e.g., "I have followed the troubleshooting steps provided in the manual without success."]

This defect has rendered the product unusable and fails to meet the quality standards promised by your company. As stipulated under consumer protection laws, I am entitled to receive goods that are of satisfactory quality, fit for purpose, and as described.

I kindly request a full refund for the defective item. Please advise on the return process, and inform me when I can expect to receive the reimbursement.

Attached are copies of my purchase receipt, product photos, and any other relevant documentation to expedite the process.

I look forward to your prompt response and a resolution to this matter. Please contact me at **[Your Email or Phone Number]** should you require further information.

Thank you for your attention to this issue.

Yours faithfully,

[Your Name]