

# Formal Complaint Letter for Defective Product Replacement

**[Your Name]**

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

**[Company Name]**

[Customer Service Department]

[Company Address]

[City, State, ZIP Code]

Subject: Formal Complaint – Request for Replacement of Defective Product

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding a defective product I received from your company. I purchased **[Product Name]** (Order Number: **[Order Number]**) on **[Purchase Date]** through **[Store/Website Name]**. The item was delivered to me on **[Delivery Date]**.

Upon inspection, I noticed the following defect(s):

*[Briefly describe the nature of the defect, e.g., the product is not functioning as advertised, there are visible damages, missing parts, etc.]*

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

I kindly request a prompt replacement of the defective product or a full refund. I would appreciate your immediate attention to this matter and a response within **[number]** business days.

Please let me know the next steps for returning the defective product and arranging for a replacement or refund.

Thank you for your attention to this matter. I look forward to your swift response.

Sincerely,

[Your Name]