

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]