

Formal Complaint Letter Template (With Proof of Purchase Reference)

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

[Recipient's Name]
[Recipient's Title/Role]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding [Product/Service Name] – Proof of Purchase Attached

Dear [Recipient's Name],

I am writing to formally bring to your attention an issue I have encountered with [product/service name], which I purchased from your company on [purchase date]. Please find attached a copy of my proof of purchase (receipt/order confirmation number: [Order/Invoice Number]) to verify the validity of my claim.

Since purchasing the [product/service], I have experienced the following problem(s):
[Clearly describe the issue. Include important details such as dates, attempts to resolve, and how it has affected you.]

As a paying customer, I expect products/services that meet the quality standards promised. I request a prompt resolution to this matter, ideally in the form of [refund/replacement/repair/other desired resolution].

Please refer to the attached proof of purchase for your reference. I would appreciate it if you could address my complaint as soon as possible. I look forward to your response within [reasonable timeframe, e.g., 14 days], as required by consumer protection guidelines.

Should you require any further information, please do not hesitate to contact me using the details provided above.

Sincerely,
[Your Name]

Attachments

- Copy of purchase receipt or order confirmation
- [Any other relevant documents]