

# Sample Complaint Letter Requesting Faulty Item 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: Request for Replacement of Faulty Item - [Order Number/Invoice Number]

Dear Sir/Madam,

I am writing to formally request a replacement for a faulty item I purchased from your store on [purchase date]. The details of my purchase are as follows:

- **Product Name:** [Product Name]
- **Model/Serial Number:** [Model/Serial Number]
- **Order/Invoice Number:** [Order/Invoice Number]
- **Purchase Date:** [Purchase Date]

Upon receiving the product, I noticed the following issues:

- [Describe defect 1]
- [Describe defect 2]
- [Any further issues, if applicable]

As the product is still within the warranty period and in accordance with your company's return and replacement policy, I kindly request a prompt replacement of the defective item. I have attached copies of my purchase receipt and photographs of the defects for your reference.

I would appreciate your prompt attention to this matter and look forward to receiving a replacement at the earliest possible. Please inform me about the procedures I need to follow to return the faulty item and obtain the replacement.

If you require any further information, please feel free to contact me by phone or email.

Thank you for your cooperation.

Sincerely,  
[Your Name]