

This example complaint letter for **defective appliance product exchange** serves as a professional template to formally notify the seller or manufacturer about a faulty appliance received, requesting a replacement or exchange. The letter clearly outlines the issue with the product, provides necessary purchase details, and emphasizes the expectation for prompt resolution in accordance with warranty or consumer protection policies, ensuring effective communication and a satisfactory customer service experience.

Sample Complaint Letter for Defective Appliance Product Exchange

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

[Recipient Name or Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Exchange of Defective [Appliance Name] (Order #[Order Number])

Dear [Recipient Name or "Customer Service Team"],

I am writing to formally bring to your attention the issue I have encountered with the [appliance name and model], which I purchased from your store on [purchase date]. The purchase was made under order number [order number], and a copy of my receipt is enclosed for your reference.

Shortly after receiving and installing the appliance, I noticed the following issues: [describe the defect or malfunction in detail, e.g., "the refrigerator fails to cool and makes unusual noises"]. Despite following all usage instructions as outlined in the manual, the problem persists.

According to your company's warranty policy, defective products are eligible for exchange or replacement. Therefore, I respectfully request that the faulty appliance be exchanged for a new, fully functional unit at your earliest convenience. Please advise on the return procedure, including any necessary documentation or steps required on my part.

I trust you will address this matter promptly in accordance with your warranty obligations and consumer protection regulations. I look forward to your swift response and a satisfactory resolution to my request. Should you need further information, please do not hesitate to contact me at [phone number] or [email address].

Thank you for your attention to this matter.

Sincerely,
[Your Name]