

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

[Supplier/Manufacturer Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Faulty Product Complaint and Request for Immediate Replacement

Dear Sir/Madam,

I am writing to formally express my dissatisfaction regarding a recent purchase from your company. I placed an order for **[product name/model number]** (Order Number: **[order number]**), which was delivered to me on **[delivery date]**. Upon receipt and inspection, I discovered that the product was **[describe the specific problem: damaged, defective, not functioning as advertised, missing parts, etc.]**.

As evidence, I have attached a copy of my proof of purchase and photographs showing the issues encountered with the product.

I kindly request an immediate replacement for the faulty item, as I rely on this product for **[briefly explain the importance/use, if relevant]**. A prompt resolution is very important to me and will help maintain my trust and satisfaction with your company.

Please advise on the next steps for returning the defective product and obtaining a replacement as soon as possible. I look forward to your swift response and an expedited resolution to this matter.

Thank you for your attention to this issue.

Sincerely,
[Your Name]

Attachments:

- Copy of proof of purchase
- Photographs of the faulty product