

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

[Store Manager's Name or Customer Service Department]

[Company/Store Name]
[Store Address]
[City, State, ZIP Code]

Subject: Written Complaint Requesting Replacement for Expired Product

Dear [Store Manager's Name or Customer Service],

I am writing to formally bring to your attention an issue concerning an expired product that I recently purchased from your store. The item in question is [Product Name], purchased on [Purchase Date] with the batch number/serial number [Batch/Serial Number], as indicated on the packaging and my receipt (a copy of which is attached).

Upon inspecting the item, I discovered that the expiry date stated is [Expiry Date], which indicates that the product is no longer safe or suitable for use. The expired status of this product is not only a disappointment but has also caused inconvenience, as it raises concerns about product quality and safety standards.

In light of the above, I respectfully request a prompt replacement of the expired item with a fresh product of the same type, with a valid expiry date. I trust that you prioritize customer satisfaction and product quality, and I am confident you will address this matter swiftly.

Please confirm the process and timeline for replacing the expired product at your earliest convenience. I look forward to your prompt response and resolution of this issue.

Thank you for your attention to this matter.

Sincerely,
[Your Name]