

Date: [Insert Date]

To,
The Customer Service Manager
[Company Name]
[Company Address]
[City, State, Zip Code]

Subject: Request for Replacement Due to Manufacturing Error

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding a recent purchase I made from your company.

Product Name / Model: [Insert Product Name and Model]

Purchase Date: [Insert Purchase Date]

Order/Invoice Number: [Insert Order/Invoice Number]

Upon receiving and inspecting the product, I noticed the following manufacturing defect(s):

[Briefly describe the defect, e.g., non-functioning component, physical damage, incorrect assembly, etc.]

These issues appeared without any mishandling on my part and seem to be a result of a quality control lapse during manufacturing.

I have attached photographs and relevant supporting documents to substantiate my claim. As a loyal customer, I am disappointed by this experience and trust that you will address this matter with urgency.

In light of the above, I kindly request a prompt replacement of the faulty product. I believe this is the most appropriate solution to restore my confidence in your brand and ensure customer satisfaction.

Please let me know the next steps towards resolving this issue, including any actions required on my part for the replacement process. I would appreciate your swift response in this matter.

Thank you for your immediate attention.

Sincerely,
[Your Name]
[Your Address]
[Your Contact Number]
[Your Email Address]

Attachments: [List of attached documents, if any]