

Formal Complaint Letter for Defective Product - Template

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

[Customer Service Manager]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Defective Product

Dear [Customer Service Manager/To Whom It May Concern],

I am writing to formally complain about a defective product that I purchased from your company. On [purchase date], I bought a [product name/model] from [store/website], and my order number is [order number].

Unfortunately, after [describe period of usage, e.g., a few days of use], I noticed the following issues:

- [Describe defect or malfunction, e.g., "The product does not turn on despite following the instructions."]
- [Mention any efforts made to resolve the issue, e.g., "I tried replacing the batteries and checking the cables, but the problem persists."]

This defect has caused significant inconvenience as I [explain impact, e.g., "was relying on the product for work/daily activities"].

I kindly request that you [state your desired resolution, e.g., "arrange for a replacement," "provide a refund," or "repair the product"] at the earliest possible convenience. I am attaching a copy of my purchase receipt, photographs of the defective product, and any relevant warranty information for your reference.

Please let me know how you intend to resolve this issue. I look forward to your prompt response.

Yours sincerely,
[Your Name]

Example Complaint Letter for Defective Product

John Smith
123 Main Street
Springfield, IL 62704
john.smith@email.com
(555) 123-4567
June 15, 2024

Customer Service Manager
XYZ Electronics Inc.
987 Market Avenue
Springfield, IL 62701

Subject: Formal Complaint Regarding Defective Wireless Headphones

Dear Customer Service Manager,

I am writing to formally complain about a defective product I purchased from XYZ Electronics Inc. On June 5, 2024, I bought a pair of XYZ Wireless Headphones (model WH-100), order number 38291, through your official website.

After only three days of light use, the headphones began to lose connectivity and emit a static noise. I followed all troubleshooting steps listed in the manual, including resetting the device and ensuring it was fully charged, but the issues have not improved.

This defect has disrupted my daily commute and affected my ability to attend online meetings. Given these circumstances, I kindly request a replacement pair or a full refund as soon as possible. Enclosed are photos of the headphones, a screenshot of my purchase receipt, and warranty details.

I look forward to your swift response and resolution to this matter.

Yours sincerely,
John Smith