

Complaint Letter Template: Defective Product (with Reference Number)

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

Customer Service Department

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

Subject: Complaint Regarding Defective Product – Reference Number: [Reference Number]

Dear Sir/Madam,

I am writing to formally lodge a complaint regarding a defective product that I purchased from your company. The details of my purchase are as follows:

- **Product Name/Model:** [Product Name/Model]
- **Order/Invoice Number:** [Order/Invoice Number]
- **Reference Number:** [Reference Number]
- **Purchase Date:** [Purchase Date]

Upon receiving the product, I noticed the following issue(s): [Briefly describe the defect, e.g., "the item stopped working within two days" or "the screen was cracked when I opened the package"]. This defect has caused significant inconvenience, and I am dissatisfied with my purchase experience.

I have attached copies of my purchase receipt and any relevant correspondence regarding this matter for your reference.

I kindly request that you address this issue by providing a [refund/replacement/repair], as appropriate. Please let me know what steps I need to take next to ensure this matter is resolved promptly.

I look forward to your swift response, referencing my number above for a quicker resolution.

Thank you for your attention to this matter.

Sincerely,
[Your Name]