

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

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

Subject: Complaint about Faulty Product – Request for Refund/Replacement/Repair

Dear [Recipient's Name or 'Customer Service'],

I am writing to formally complain about a **faulty product** that I purchased from your store/website on [purchase date]. The product, [product name/model/serial number], has not met the quality standards expected, and I am highly dissatisfied with my purchase.

Shortly after I began using the product, I encountered the following defects:

- [Describe fault/issue 1]
- [Describe fault/issue 2, if any]
- [Any additional problems]

As a result of these issues, the product has become unusable and does not perform the function for which it was intended. I have attached copies of my receipt and other relevant documentation to verify my purchase and support my claim.

Under applicable consumer rights law, I am entitled to a **refund, replacement, or repair** for goods that are faulty or not as described. I, therefore, request that you [state preferred resolution: refund, replacement, or repair] at your earliest convenience. Please inform me of the next steps for returning the faulty product and obtaining my requested resolution.

I expect a prompt response to this matter within [reasonable time frame, e.g., 14 days], as stipulated by consumer laws and your company's returns policy. I appreciate your immediate attention and cooperation in resolving this issue.

Sincerely,  
[Your Name]

**Enclosures:** Copy of purchase receipt(s)