

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

[Recipient Name]
[Title/Position, if known]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: **Official Complaint - Demand for Immediate Replacement of Broken Device**

Dear [Recipient Name],

I am writing this letter as an **official complaint** to express my deep dissatisfaction regarding the defective [device name/model] purchased on [purchase date] from your company, order number [order/reference number]. Despite my expectations for a quality product, I have encountered significant issues that render the device unusable.

The device began malfunctioning on [date issues began], exhibiting the following problems:

- [Briefly describe primary fault 1, e.g., "The device does not power on."]
- [Briefly describe primary fault 2, if any, e.g., "Frequent system crashes occur during normal use."]
- [Briefly describe any additional faults, if needed.]

I have attempted basic troubleshooting as recommended in the product manual and contacted your customer support on [dates of contact], but the issue remains unresolved.

The malfunctioning of this device has caused considerable inconvenience and disrupted my daily routine/business operations. Given the urgency of my situation and the fact that the product falls within the warranty period, I respectfully demand an **immediate replacement** of the defective device at no extra cost.

I expect your prompt response within [reasonable time frame, e.g., "7 business days"] and a clear plan for the rapid replacement of the device. Please contact me at your earliest convenience to confirm the arrangements.

Should you fail to address this matter swiftly, I will be left with no option but to escalate my complaint to relevant consumer protection authorities and consider further action.

I trust you will treat this matter with the seriousness it deserves and look forward to your quick action to restore my confidence in your products and services.

Sincerely,
[Your Name]