

Sample Complaint Letter for Faulty Electronic Product Purchase

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

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

Subject: Complaint Regarding Faulty Electronic Product Purchase

Dear [Customer Service Manager/Sir/Madam],

I am writing to formally bring to your attention the issue with an electronic product I purchased from your [store/website] on [purchase date]. The purchase details are as follows:

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

After [number of days/weeks] of use, I began to experience the following problems with the product: [briefly describe the fault, e.g., "The device fails to turn on despite being fully charged" or "The screen display malfunctions and becomes unresponsive"].

I have taken appropriate steps to troubleshoot the issue, such as [briefly list any actions taken, e.g., "resetting the device, consulting the instruction manual, and contacting your technical support team"], but the problem persists. Given that the product is still within the warranty period, I kindly request a **[refund/replacement/repair]** in accordance with your company's return and warranty policy.

Attached are copies of my purchase receipt and any relevant correspondence. I would appreciate it if you could respond to this matter promptly, ideally within [specify timeframe, e.g., "14 days"] from the date of this letter.

Please let me know if you require any additional information. I hope to resolve this issue amicably and look forward to your prompt response.

Sincerely,
[Your Signature (if sending a hard copy)]
[Your Printed Name]