

Sample Written Complaint Letter with Timeline Evidence

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

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

Subject: Formal Complaint Regarding Repeated Product Defects – Request for Immediate Resolution

Dear [Recipient's Name],

I am writing to formally bring to your attention a recurring issue with the [product name and model], which I purchased from your company on [purchase date], invoice number [invoice/reference number]. Despite following all usage instructions and maintenance guidelines, I have experienced repeated product defects, causing significant inconvenience and concern.

Below is a detailed timeline of the defects encountered:

Date	Description of Defect	Action Taken/Company Response
[Date 1]	[Brief description of the first issue]	[Repair/Replacement/No response/Other action]
[Date 2]	[Brief description of the second issue]	[Repair/Replacement/No response/Other action]
[Date 3]	[Brief description of the third issue]	[Repair/Replacement/No response/Other action]

Despite previous repairs/replacements, the issue has persisted. The repeated failures indicate a potential underlying defect with the product, and the inability to resolve the problem has caused considerable inconvenience and loss of confidence in your product.

I request that you address these recurring issues by providing a [choose: full refund / replacement / permanent repair], as per your warranty and consumer protection policies. I would appreciate a written response within [set a reasonable timeframe, e.g., 14 days] to resolve this matter satisfactorily.

Please find attached copies of the purchase receipt, previous correspondence, and any relevant documentation supporting my complaint.

I look forward to your prompt response and a satisfactory resolution. Should I not receive a response within the stipulated timeframe, I will have no choice but to escalate this matter to the relevant consumer protection authorities.

Sincerely,
[Your Name]