

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

[Recipient's Name or Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Faulty Product – Request for Resolution

Dear [Recipient's Name or Customer Service],

I am writing to formally complain about a faulty product that I purchased from your company. Please find the details of my purchase below:

- **Product Name/Model:** [Product Name / Model Number]
- **Order Number/Receipt Number:** [Order Number / Receipt Number]
- **Date of Purchase:** [Date of Purchase]
- **Place of Purchase:** [Store/Website Name]

Upon using the product, I encountered the following issues:

- [List or describe the specific defects/problems you have experienced. e.g., The device fails to operate as described, frequent malfunctions, physical defects, etc.]

These defects have rendered the product unusable and have caused significant inconvenience.

I have attached a copy of my proof of purchase (receipt/order confirmation) to validate my claim.

In view of the above, I kindly request that you provide an appropriate remedy in accordance with consumer protection regulations. I am seeking one of the following actions:

- Repair of the faulty product, or
- Replacement with a fully functioning product, or
- Full refund of the purchase price

I would appreciate your prompt attention to this matter. Please contact me at your earliest convenience to arrange for the resolution. If I do not receive a satisfactory response within [number] days, I may seek further assistance through appropriate consumer channels.

I trust that you value your customers and will take necessary actions to uphold your commitments. Thank you for your prompt cooperation.

Sincerely,
[Your Name]

Enclosures: Proof of Purchase (e.g., receipt, order confirmation)