

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

[Seller's Name or Company Name]  
[Seller's Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Purchased Item Not Meeting Promised Functionality

Dear [Seller's Name or "Customer Service"],

I am writing to formally express my dissatisfaction regarding the recent purchase of **[Product Name & Model]**, ordered on **[Order Date]** with the order/reference number **[Order Number]**.

According to your product description and the assurances provided at the time of purchase, the item was supposed to offer the following functionalities: **[List the advertised features or functionalities]**. However, upon receiving and using the product, I discovered significant discrepancies. Specifically, **[describe the missing or malfunctioning features]**. These shortcomings render the item unable to perform as promised and have caused considerable inconvenience.

I trust your company values customer satisfaction and adheres to its stated quality assurances. In light of the above, I kindly request a prompt resolution to this matter. I would appreciate either a full refund, a replacement with a functioning product that meets the advertised features, or an immediate repair of the existing unit.

Please let me know the steps I should take to proceed with this request. I look forward to your timely response and a satisfactory resolution. If I do not hear back within [reasonable time frame, e.g., 14 days], I may have to consider further steps, including contacting consumer protection agencies.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]