

Complaint Letter to Retailer for Malfunctioning Product Refund or Replacement

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

[Retailer Name]
[Store Address]
[City, State, ZIP Code]

Subject: Request for Refund or Replacement of Malfunctioning Product

Dear [Retailer Manager/Customer Service],

I am writing to formally bring to your attention a problem I have encountered with a product I recently purchased from your store, and to request an immediate resolution.

On [Date of Purchase], I purchased a [Product Name], with the order number [Order Number/Receipt Number]. Unfortunately, within [period after receiving the product], I noticed that the product is malfunctioning. The specific issue(s) include: [briefly describe the defect or malfunction, e.g., "the device does not power on," "the washing machine leaks," etc.]. I have attached photographs and a copy of my receipt for your reference.

According to consumer rights and your store's return policy, I am requesting a prompt [refund/replacement] for this defective item. I believe this resolution is reasonable under the circumstances, as I have taken proper care of the product and used it as intended.

I would appreciate your swift response to this matter. Please let me know how you intend to proceed, and whether you require any further documentation from my side. I look forward to a positive resolution and to continuing my relationship with your store.

Please contact me at [phone number/email address] to confirm the next steps.

Thank you for your prompt attention to this matter.

Sincerely,
[Your Name]