

# Customer Complaint Letter for Faulty Smartphone Under Warranty

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

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

Subject: Complaint Regarding Faulty Smartphone Under Warranty

Dear Sir/Madam,

I am writing to formally bring to your attention an issue I have encountered with a smartphone I purchased under warranty from [Store/Retailer Name] on [Purchase Date]. The device's model is **[Model Name and Number]**, and its IMEI/serial number is **[IMEI/Serial Number]**.

Since [Date Issue Started], I have noticed the following defects with the device:

- [Description of Problem #1]
- [Description of Problem #2]
- [Any other issues]

I have attempted the following troubleshooting steps:

- [Step 1]
- [Step 2]
- [Any other steps taken]

Despite my efforts, the problem persists. As the product is still under its warranty period, I kindly request a prompt resolution, preferably in the form of **[repair/replacement/refund]**.

I have attached copies of my proof of purchase, the warranty card, and any correspondence or service records relevant to this complaint.

Please contact me at your earliest convenience to confirm receipt of this letter and to let me know how you intend to proceed. Should you need any additional information, I am happy to provide it.

Thank you for your prompt attention to this matter and I look forward to your swift response.

Sincerely,  
[Your Name]