

Customer Complaint Letter (with Packaging Photos)

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient Name or Department]

[Seller/Manufacturer Name]

[Company Address]

[City, State, ZIP Code]

Subject: Complaint Regarding Substandard Product and Packaging Issues

Dear [Recipient Name or Customer Service],

I am writing to formally express my dissatisfaction with the recent purchase made from your company:

[Product Name, Model, and Order Number]. The product was received on **[Date of Receipt]**.

Unfortunately, upon opening the package, I noticed several issues that do not correspond with the promised quality standards.

Description of Issues:

- Product Defects: [Briefly describe defects; e.g., scratches, malfunction, incorrect item, missing parts]
- Poor Packaging: [Describe packaging problems; e.g., damaged box, insufficient cushioning, tampered seal]

Attached Photos:

To support my claim, I have attached photographs showing:

- The condition of the outer packaging and shipping box
- The product inside the packaging as received
- Close-ups of specific defects or damages

[Attach Packaging Photo 1
Here]

[Attach Product Photo 2
Here]

[Attach Defect Close-up
Photo 3 Here]

Requested Resolution:

Given the above issues, I respectfully request the following action(s):
[Choose: Full refund / Replacement of the product / Repair service / Other - Specify]

Please let me know if you require additional information or if further steps are needed on my part. I look forward to your prompt response and an appropriate resolution within [mention timeframe, e.g., 7 business days].

Thank you for your attention to this matter.

Sincerely,
[Your Name]