

Formal Complaint Letter Regarding Faulty Product

A **formal complaint letter regarding a faulty product** is a structured written communication used by consumers to address issues with a defective item purchased from a company. This letter clearly identifies the product, describes the fault, requests a resolution such as a refund or replacement, and provides purchase details including date and receipt information.

Template

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
[Company Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]
Subject: Formal Complaint Regarding Faulty Product
Dear Sir/Madam,
I am writing to formally complain about a faulty product I purchased from your store/website.
Product: [Product Name and Model]
Date of Purchase: [Purchase Date]
Order/Receipt Number: [Order/Invoice Number]
Unfortunately, the product has not performed as expected due to the following issue(s):
[Briefly explain the issue with the product.]
According to your company's warranty/return policy, I am entitled to a [refund/replacement/repair]. Therefore, I kindly request that you [state your preferred resolution, e.g., provide a full refund or replace the product with a new unit].
Please find attached a copy of my purchase receipt/invoice for verification.
I expect your prompt response to this matter. Should you need any additional information, please contact me at [your email or phone number].
Thank you for your attention to this issue.
Yours faithfully,
[Your Name]

Example

Jane Doe
123 Maple Street
Springfield, IL 62704
janedoe@email.com
(555) 123-4567
June 12, 2024
Home Appliances Inc.
Customer Service Department
456 Oak Avenue
Springfield, IL 62705
Subject: Formal Complaint Regarding Faulty Product
Dear Sir/Madam,
I am writing to formally complain about a faulty product I purchased from your website.
Product: SuperBlend 5000 Blender, Model SB-5000
Date of Purchase: March 5, 2024
Order Number: 12345678
Within two weeks of purchase, the blender stopped working and will not turn on despite following all troubleshooting steps outlined in the manual.
According to your warranty terms, I am entitled to a full refund or a replacement. I kindly request that you provide me with either a full refund or a replacement unit.
Attached is a copy of my purchase receipt for your reference.
Please address this matter at your earliest convenience. You may reach me at janedoe@email.com or (555) 123-4567 should you require further information.
Thank you for your attention.
Yours faithfully,
Jane Doe