

## 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., p:  
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