

# Formal Complaint Letter for Replacement Due to Recurring Product Issues

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

[Recipient Name or "Customer Service Department"]  
[Company Name]  
[Company Address]  
[City, State ZIP Code]

## Subject: Formal Complaint and Request for Replacement Due to Recurring Product Issues

Dear [Recipient Name / Sir or Madam],

I am writing to formally bring to your attention repeated issues with the [product name, model, and serial number], which I purchased from your [store/website] on [purchase date] (Order No: [Order Number], Invoice No: [Invoice Number]).

Since purchase, I have experienced the following recurring issues with the product:

- [Brief description of issue #1 and date(s) experienced]
- [Brief description of issue #2 and date(s) experienced]
- [Any additional issues, as applicable]

Despite attempts to resolve these problems through [warranty claims, repairs, customer support, etc.], the issues persist and the product has failed to perform as expected or promised.

Given these ongoing concerns and in accordance with your company's warranty and service policy, I respectfully request a prompt replacement of the defective product. I also ask that all associated costs, such as shipping or handling, be covered by your company to ensure a fair resolution.

Attached are copies of my purchase receipt and records of previous repair attempts for your reference.

I trust that you will address this issue as a matter of urgency, and I look forward to your prompt response and a satisfactory resolution. Should you require any additional information, please feel free to contact me at [your phone number] or [your email address].

Thank you for your immediate attention to this matter.

Sincerely,  
[Your Name]

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**Note:** Replace bracketed sections with your specific details before sending.