

Formal Complaint Letter Template for Defective Product Delivery

Date: [Insert Date]

To:

[Recipient's Name]
[Position, if known]
[Company Name]
[Company Address]
[City, State, ZIP Code]

From:

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

Subject: Formal Complaint regarding Delivery of Defective Product [Order Number/Invoice Number]

Dear [Recipient's Name or "Sir/Madam"],

I am writing to formally bring to your attention the receipt of a defective product delivered to me on [Delivery Date]. I purchased the item (Order/Invoice Number: [Insert number]) from your company via [purchase channel, e.g., website/store], and was disappointed to find that it was not in the expected condition upon arrival.

Product Details:

- Product Name: [Insert Product Name]
- Model/Serial Number: [Insert Details]
- Quantity: [Insert Quantity]
- Order/Invoice Number: [Insert Number]

Issue Description:

The product I received has the following defect(s):
[Clearly describe the defect(s), e.g., physical damage, malfunction, missing parts, etc. Attach photos if possible.]

According to consumer protection laws and your company's return/exchange policies, I kindly request one of the following resolutions:

[Choose one: A full refund / A replacement of the product / A prompt repair at no extra cost.]

I have attached copies of the relevant purchase documents, including the receipt/invoice and photographs of the defect, for your reference. I would appreciate it if you could address this issue promptly and inform me about the next steps within [suggest a timeframe; e.g., 7 business days].

Please acknowledge receipt of this complaint and confirm the actions you will be taking to resolve the issue. I hope for your timely response and a satisfactory resolution.

Thank you for your immediate attention to this matter.

Yours sincerely,

[Your Name]