

[Your Name]
[Your Position, if applicable]
[Your Company Name, if applicable]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

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

Subject: Complaint Regarding Product Quality

Dear [Recipient's Name],

I am writing to bring to your attention several issues I have encountered with [product name/model, order number], which I purchased on [purchase date]. Unfortunately, upon receipt and use of the product, I observed the following concerns regarding its quality:

- [Describe defect or issue #1 – e.g., malfunction, visible damage, poor craftsmanship]
- [Describe defect or issue #2]
- [Add additional issues, if applicable]

As a customer, I had high expectations based on your company's reputation and the product description. However, the quality of the goods received falls short of the standards described. These defects have rendered the product unsatisfactory for its intended use.

I kindly request that you address this matter promptly by providing a suitable remedy, such as a replacement, repair, or a full refund. Please advise on the procedure to return the defective product, if necessary.

I would appreciate your prompt response to this matter. I look forward to a solution that reflects your commitment to customer satisfaction and product quality. Please feel free to contact me at [your phone number] or [your email address] should you need further details.

Thank you for your immediate attention.

Sincerely,
[Your Name]