

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

[Recipient Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Immediate Replacement Request for Faulty Product

Dear [Recipient Name],

I am writing to formally express my dissatisfaction concerning the **[Product Name and Model/Serial Number]** (Order #[Order Number]), which I purchased on **[Purchase Date]** from your company.

Upon receiving the product on **[Delivery Date]**, I discovered that it was defective. Specifically, **[describe the fault or malfunction in detail- for example: the item does not function as advertised, presents visible damages, or other issues encountered]**. This issue has rendered the product unusable and has caused significant inconvenience.

Given the circumstances, I respectfully request an immediate replacement with a fully functional item that meets your company's quality standards. I trust that your company values customer satisfaction and will address such concerns with urgency. Please provide information regarding the next steps for returning the faulty product and receiving the replacement.

I would appreciate a prompt response, ideally within **[specify time frame, e.g., 7 business days]**, to resolve this matter quickly. Delays in addressing this complaint risk eroding the trust and loyalty I have towards your brand. Timely and effective handling of customer complaints is essential to upholding your company's reputation and ensuring customer rights are protected.

Please find attached/linked copies of the purchase receipt and photographs clearly showing the product's defect for your reference.

Thank you for your immediate attention to this matter. I look forward to your prompt response and resolution.

Sincerely,
[Your Name]