

Date: [Insert Date]

To,
[Seller/Company Name]
[Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Product Received in Non-Working Condition

Dear [Recipient's Name/Customer Service],

I am writing to formally express my dissatisfaction with a product I recently purchased from your store/website. The product, **[Product Name, Model, and Order Number]**, was delivered to me on **[Delivery Date]**. Unfortunately, upon opening and attempting to use the product, I discovered that it was in non-working condition.

The issues encountered include:

- [Describe the malfunction or issue, e.g., fails to power on, missing parts, damage, etc.]
- [Any additional problems noticed]

I took all necessary steps to ensure the product was used as per the provided instructions, but the issues persisted. This situation has caused significant inconvenience and has fallen below the standard of quality and reliability that I expect from your brand.

I kindly request that you address this matter immediately by providing a **[repair/replacement/refund]** for the non-working product. Please let me know the next steps and any procedures I should follow to facilitate a prompt resolution.

I have attached relevant documents, including a copy of the invoice and photos showing the product's condition, for your reference.

I trust that you will prioritize this issue and provide a satisfactory remedy as soon as possible. I look forward to your prompt response to restore my confidence in your services.

Thank you for your immediate attention to this matter.

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