

# Complaint Letter for Substandard Goods

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

[Recipient Name]  
[Title/Position, if known]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

**Subject:** Complaint Regarding Substandard Goods – Purchase Reference No. [XXXXXXXXX]

Dear [Recipient Name or “Customer Service”],

I am writing to formally bring to your attention my dissatisfaction with the quality of goods I received following my recent purchase from your company. The details of the transaction are as follows:

- **Purchase Reference Number:** [XXXXXXXXX]
- **Date of Purchase:** [Purchase Date]
- **Item(s) Purchased:** [Description of goods]

Upon receiving the goods on [Date Received], I observed the following issues:

- [Describe defect or problem #1]
- [Describe defect or problem #2, if applicable]
- [Additional issues, if any]

These defects have rendered the goods below the expected standard of quality as described at the point of purchase. Kindly note that the products have been handled and used strictly in accordance with your guidelines.

Given the circumstances, I respectfully request a prompt resolution to this matter. I would appreciate it if you could [state your preferred resolution: issue a full refund, provide a replacement, or arrange for repair]. Please advise me on the next steps for returning the faulty goods or receiving the aforementioned resolution.

I have attached copies of all relevant documents, including the purchase receipt and photographs evidencing the defects.

I trust you will treat this matter with urgency. Please contact me at your earliest convenience to confirm receipt of this complaint and outline the actions to be taken.

Thank you for your attention to this matter. I look forward to your timely response.

Sincerely,  
[Your Name]