

Sample Complaint Letter for Defective Kitchen Appliance

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

[Customer Service Department]
[Manufacturer/Retailer Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Defective [Appliance Name & Model Number]

Dear Sir/Madam,

I am writing to formally complain about a defective [appliance name, e.g., Blender Model XYZ123] that I purchased from your store/website on [purchase date]. The appliance started exhibiting issues within [duration after purchase, e.g., two weeks] of use.

The primary defect is as follows:

- [Describe the specific defect, e.g., The blender motor does not start, and unusual noises are heard whenever the appliance is plugged in].
- [Mention any prior attempts to resolve or troubleshoot the issue, e.g., I have followed all troubleshooting steps outlined in the manual without success].

Given that the appliance is still under warranty, I respectfully request a [choose one: repair/replacement/refund] as soon as possible. Attached, please find a copy of my purchase receipt and photos documenting the defect.

I hope you will address this issue promptly as part of your commitment to customer satisfaction. Please contact me at your earliest convenience to confirm how and when the issue will be resolved. I look forward to your response within [reasonable timeframe, e.g., 14 days].

Thank you for your attention to this matter.

Sincerely,
[Your Name]