

Sample Complaint Letter: Faulty Appliance (Order Number Referenced)

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

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

Subject: Complaint Regarding Faulty Appliance - Order Number [Order Number]

Dear Customer Service Team,

I am writing to formally complain about a faulty appliance I purchased from your store on [purchase date]. The product in question is a [appliance name and model number], which was ordered under order number **[Order Number]** and delivered to my address on [delivery date].

Shortly after installation, I began experiencing several problems, including:

- [Briefly describe problem #1]
- [Briefly describe problem #2]
- [Any additional issues, if applicable]

Despite following the user manual and attempting basic troubleshooting steps, these issues persist and the appliance is not functioning as intended. Given that the product is still under warranty, I kindly request an immediate resolution to this matter. I would appreciate it if you could arrange one of the following as soon as possible:

1. Repair of the faulty appliance
2. Replacement with a new, fully functioning unit
3. Full refund of my purchase

Please reference my order number **[Order Number]** in all correspondence regarding this matter. I have attached copies of the purchase receipt and warranty card for your reference.

I look forward to your prompt response and a swift resolution to this issue. You can contact me at [your phone number] or [your email address] should you need any further information.

Thank you for your immediate attention.

Sincerely,
[Your Name]