

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

[Seller's/Manufacturer's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Smartphone Not Turning On After Delivery

Dear [Seller's/Manufacturer's Name],

I am writing to formally raise a complaint regarding the smartphone (Model: [Model Name], Order Number: [Order Number]) I received on [Delivery Date]. Upon unboxing and following all the standard instructions provided, I attempted to power on the device; however, it remained completely unresponsive. I have made several attempts to charge the phone using both the included charger and an alternate charger, but the device still does not turn on.

I am confident that I have handled the smartphone with the utmost care, and there was no physical damage during unboxing or setup. Therefore, this leads me to believe the issue may stem from a manufacturing defect or possible damage sustained during the shipping process.

I kindly request a prompt resolution to this matter. I would appreciate it if you could arrange for an immediate inspection and rectification of the issue through repair, replacement, or refund, whichever is deemed most appropriate. This malfunction has caused significant inconvenience and disrupted my plans, and I trust your commitment to customer satisfaction will ensure a swift response.

Please let me know the next steps for returning the faulty device and obtaining a resolution. I look forward to your immediate attention to this matter.

Sincerely,
[Your Name]