

Sample Complaint Letter for Defective Appliances with Refund Request

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

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

Subject: Request for Refund Due to Defective Appliance

Dear [Seller/Manufacturer Name],

I am writing to formally notify you of a defective appliance that I purchased from your [store/website] and to request a full refund in accordance with your warranty policy and applicable consumer rights.

On [purchase date], I bought a [product name, model, serial number if available] from your [store/website], with order/invoice number [number]. The appliance began to malfunction on [date problem started], specifically [briefly describe the problem, e.g., not powering on, not working as advertised, making unusual noises, etc.]. Despite following the instructions in the user manual and taking all recommended troubleshooting steps, the problem persists.

As the product is still within the warranty period, I kindly request a full refund for this defective item. Please find attached copies of my purchase receipt and warranty information for your reference.

Kindly let me know the next steps regarding the return and refund process. I expect a response within [reasonable timeframe, e.g., 14 days] and hope to have this matter resolved promptly.

Thank you for your attention to this matter. Should you need any further information, please do not hesitate to contact me.

Sincerely,
[Your Name]