

# Sample Complaint Letter Requesting Full Refund Due to Faulty Product

This sample complaint letter demonstrates how to formally request a full refund due to receiving a **faulty product**. It outlines the key points to include, such as a clear description of the defect, the purchase details, and a polite but firm request for reimbursement. The letter serves as an effective template for consumers seeking resolution and emphasizes the importance of maintaining a professional tone while asserting their rights for a refund or exchange.

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

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

Subject: Request for Full Refund Due to Faulty Product – [Product Name/Model, Order Number]

Dear Sir/Madam,

I am writing to formally request a full refund for the [product name/model], which I purchased from your store/website on [purchase date]. My order number is [order number].

Upon receiving the product on [date received], I noticed that it was faulty due to [describe the defect or problem in detail, e.g., it does not function as advertised, has physical damage, missing parts, etc.]. Despite my attempts to use/troubleshoot the product, it has continued to [explain specific issues or any attempts made to resolve them].

According to your stated return/exchange/refund policy, I am entitled to a full refund for defective items. I have attached copies of my purchase receipt and photographs of the product's defects for your reference.

I kindly request that you initiate a full refund to my original payment method. Please let me know if you require any further information from me to process this request. I would appreciate a prompt response within [reasonable time frame, e.g., 14 days] to resolve this matter.

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

Sincerely,  
[Your Name]