

Complaint Letter for Broken Product

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally complain about a broken product that I purchased from your store on [Purchase Date]. The product, [Product Name/Model], has not performed as expected, and I believe it is defective.

Upon unboxing the item, I noticed that [describe the defect or issue in detail]. I have attached copies of my receipt and photos of the product for your reference.

I would appreciate it if you could provide me with a full refund or a replacement for the damaged product. I have always valued your company for its quality products and excellent customer service, and I hope this issue can be resolved swiftly.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Contact Number]