

# Product Defect Complaint

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email]

[Your Phone Number]

Customer Service Department

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service,

I am writing to formally express my dissatisfaction regarding a defect in the [product name], which I purchased on [purchase date] from [store/website]. The model number is [model number]. Unfortunately, the product has not functioned as expected due to [briefly describe the defect or issue].

I have followed all provided instructions and troubleshooting steps, but the issue persists. I believe this defect falls under warranty as per the terms stated at the time of purchase.

As a resolution, I would appreciate if you could provide [replacement, repair, or refund]. I have attached a copy of my purchase receipt for your reference.

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

Sincerely,

[Your Name]