

Letter of Complaint for Defective Sports Equipment

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

Customer Service

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service,

I hope this message finds you well. I am writing to formally express my concerns regarding a defective sports equipment item that I purchased from your store on [Insert Purchase Date]. The item in question is [Insert Product Name] with the order number [Insert Order Number].

Since the time of purchase, I have encountered several issues including [describe the defects/issues experienced, e.g., "the equipment has shown signs of wear that are not consistent with normal usage" or "the item failed to perform as advertised"]. These issues have significantly impacted my experience and my ability to use the product effectively.

As a loyal customer of [Company Name], I expected a high standard of quality. Therefore, I would appreciate your prompt attention to this matter. I kindly request either a full refund or a replacement of the defective item. Please let me know the steps I should follow to resolve this issue.

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

Sincerely,

[Your Name]