

Product Defect Complaint

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Team/Specific Contact Person],

I am writing to formally complain about a defect in a clothing item I purchased from your store on [purchase date]. The item in question is [describe the product, including size, color, and any identifying information, such as style number or order number].

Unfortunately, upon first use, I noticed that [describe the defect or issue clearly, e.g., a tear, fading, loose threads, etc.]. This defect has rendered the item unsatisfactory, and I am disappointed with this quality.

As a loyal customer, I expected a higher standard from your products, and I would appreciate your assistance in resolving this matter. I would like to request a [refund/replacement] of the defective item.

Attached are copies of my purchase receipt and photographs of the defect for your reference.

Please let me know how to proceed with this request. I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]