

Complaint Letter for Defective Item Return

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service,

I am writing to formally complain about a defective item that I purchased from your store on [Purchase Date]. The item, [Item Name or Description], was found to be [describe defect] upon arrival.

Despite my attempts to [mention any steps taken to resolve the issue], the problem persists, and I would like to return the defective item for a full refund. I have attached a copy of my receipt and any relevant documentation for your reference.

Please provide me with instructions on how to return the item, as well as assurances that my refund will be processed promptly. I appreciate your attention to this matter and look forward to your swift response.

Thank you for your assistance.

Sincerely,

[Your Name]