

To whom it may concern,

I am writing to formally address an issue regarding the product I purchased on [purchase date] from [store/website name]. The product in question is [product name], and the order number is [order number].

Upon receiving and using the product, I discovered that it does not match the specifications listed on your website or in your advertising materials. Specifically, [describe the inaccuracies, e.g., "the color was listed as blue, but the item received was red"]. This discrepancy has caused significant inconvenience and dissatisfaction.

I kindly request that you review this situation and provide a resolution, such as a replacement product that accurately reflects the description or a full refund. I have attached copies of my receipt and any relevant documentation for your reference.

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

Sincerely,

[Your Name]

[Your Address]

[City, State, ZIP]

[Your Email]

[Your Phone Number]