

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Customer Service Department

Company Name

Company Address

City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally submit a complaint regarding a manufacturing defect in a product that I purchased from your company on [purchase date]. The product, [product name and model/serial number], has not been functioning as promised due to [describe defect].

As per the warranty policy stated at the time of purchase, I am entitled to a replacement or a full refund for defective merchandise. I have attached a copy of the receipt and any relevant documentation for your reference.

Please let me know how to proceed with this matter at your earliest convenience. I look forward to your prompt response.

Thank you for your attention to this issue.

Sincerely,

Your Name