

# Letter of Grievance for Inaccurate Product Representation

**Your Name**

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date: [Insert Date]

**Customer Service Department**

[Company Name]

[Company Address]

City, State, ZIP Code

Dear Customer Service Team,

I am writing to express my concern regarding an inaccurate representation of a product that I purchased from your website/store on [Purchase Date]. The product, [Product Name/Model], was advertised as [Description from advertisement]. However, upon receiving the item, I found that it did not meet the advertised specifications, particularly [Explain the discrepancies].

This misrepresentation has caused inconvenience and disappointment, as I specifically chose this product based on its advertised features. I kindly request that you address this issue by [Propose a resolution, such as a refund, exchange, etc.].

I appreciate your attention to this matter and look forward to your prompt response. Please feel free to contact me via [Your Contact Information] if further information is needed.

Thank you for your understanding.

Sincerely,

[Your Name]