

# Product Description Discrepancy Complaint

Date: [Insert Date]

To,  
Customer Service Department  
[Company Name]  
[Company Address]

Dear Customer Service,

I am writing to formally express my concern regarding a discrepancy I encountered with the product I purchased from your store on [Insert Purchase Date]. The product in question is [Insert Product Name/Model], and my order number is [Insert Order Number].

Upon receiving the product, I noticed that it does not match the description provided on your website at the time of purchase. Specifically, [describe the discrepancies, e.g., features, specifications, color, etc.]. This has caused significant inconvenience, and I would appreciate your prompt attention to this matter.

I kindly request a resolution to this issue, whether it be through a replacement, refund, or any other suitable solution. Please find attached any relevant documents including receipts and images supporting my claim.

Thank you for addressing this matter promptly. I look forward to your swift response.

Sincerely,  
[Your Name]  
[Your Address]  
[Your Email]  
[Your Phone Number]