

# Letter of Complaint Regarding Faulty Electronic Device

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 Team,

I am writing to formally complain about a faulty electronic device I purchased from your store on [purchase date]. The device, [device name and model], has not been functioning as expected. [Brief description of the issue, e.g., it won't turn on, there are persistent errors, etc.].

I have tried troubleshooting the issue by [explain any steps you've taken to resolve the problem]. Despite my efforts, the problem persists, and I am quite disappointed with the quality of the product.

Under the terms of your warranty/return policy, I would like to request a refund or a replacement device. I have attached a copy of my receipt along with this letter 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 matter.

Sincerely,

[Your Name]