

Letter of Concern Regarding Product Durability

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager],

I am writing to express my concern regarding the durability of [Product Name], which I purchased on [Purchase Date]. Unfortunately, I have encountered several issues that have raised doubts about the quality of the product.

Upon using the product, I noticed that [describe the specific issues, e.g., it broke easily, wore out quickly, etc.]. As a loyal customer, I expected a higher standard of quality, considering your company's reputation.

I would appreciate it if you could look into this matter and provide me with guidance on how to resolve this situation. I look forward to your prompt response.

Thank you for your attention to this issue.

Sincerely,

[Your Name]