

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to express my dissatisfaction with a recent purchase from your store. On [date of purchase], I bought [description of the merchandise] which was unfortunately found to be substandard upon arrival.

Specifically, I have encountered the following issues: [list specific problems with the merchandise]. This is disappointing as I had expected a product of good quality based on your company's reputation.

I kindly request a full refund or replacement for the defective item. I have included a copy of my receipt and any relevant photographs that may assist in resolving this issue.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]