

Dear [Customer Service Team/Specific Contact Name],

I hope this message finds you well. I am writing to express my concerns regarding a recent purchase I made from your website on [Purchase Date]. The product [Product Name] (Order Number: [Order Number]) has not met my expectations in terms of quality.

Upon receiving the product, I noticed the following issues:

- [Issue 1]
- [Issue 2]
- [Issue 3]

I have always appreciated the quality of products from your website and would like to address this matter promptly. I kindly request a resolution, which could include a replacement or a refund for the item.

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

Sincerely,
[Your Name]
[Your Contact Information]