

Grievance Letter for Faulty Device

Your Name
Your Address
City, State, ZIP Code
Email Address
Phone Number
Date

Customer Service
Company Name
Company Address
City, State, ZIP Code

Dear Customer Service,

I am writing to formally express my grievance regarding a faulty device that I purchased from your company on [purchase date]. The device, [device name and model], has been experiencing [describe the issue briefly]. Despite following the user manual instructions and troubleshooting guides, the problem persists.

I kindly request a resolution for this matter, preferably through a replacement or a repair of the device. I have attached copies of my purchase receipt and any relevant documentation for your reference.

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

Sincerely,
[Your Name]