

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Date]

[Company Name]  
[Company Address]  
[City, State, Zip Code]

Dear Customer Service Team,

I am writing to express my dissatisfaction with the return and exchange process I recently experienced with your company. On [Date of Purchase], I purchased [Product Name/Description], but unfortunately, it did not meet my expectations due to [brief reason, e.g., defects, wrong size].

Upon initiating a return on [Date of Return Initiation], I encountered numerous challenges, including [list specific issues, e.g., unclear return policy, lack of customer support]. Despite my efforts to resolve this matter, the process has been frustrating and time-consuming.

As a loyal customer, I expected a more seamless experience. I kindly request your immediate attention to this issue and a prompt resolution, as well as an explanation of your return and exchange policies to avoid future inconveniences.

Thank you for your time. I look forward to your response.

Sincerely,  
[Your Name]