

Formal Complaint Regarding Return and Exchange Policy

Date: [Insert Date]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this letter finds you well. I am writing to formally express my dissatisfaction with the return and exchange policy of [Company's Name], which I believe is not only unfair but also inconsistent with the standard practices in the retail industry.

On [insert date of purchase], I purchased [insert product name or description] from your store/website. Due to [describe the reason for return or exchange, e.g., defective item, wrong size], I attempted to initiate a return on [insert date of attempted return]. However, I was informed that your policy does not allow returns/exchanges for [insert specific policy that is problematic].

This experience has been frustrating, as I trust that quality assurance and customer satisfaction are important values for [Company's Name]. Therefore, I kindly request that you reconsider the current return and exchange policy, or at the very least, provide a resolution for my specific situation.

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

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]