

# Customer Service Department

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]

[Date]

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

## **Subject: Dissatisfaction with Appliance Performance**

Dear Customer Service Team,

I am writing to express my dissatisfaction with the [Appliance Name] I purchased on [Purchase Date] from [Retailer or Website]. Since the purchase, I have encountered several performance issues that have not met my expectations.

Specifically, I have experienced the following problems:

1. [Issue 1: Describe the first issue briefly]
2. [Issue 2: Describe the second issue briefly]
3. [Issue 3: Describe the third issue briefly]

Despite following the operating instructions and troubleshooting steps provided in the manual, these issues remain unresolved. This has caused considerable inconvenience and disappointment.

I would appreciate your assistance in resolving this matter. I request either a replacement appliance or a full refund of my purchase price. Please let me know the next steps I should follow.

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

Sincerely,  
[Your Name]