

Letter of Grievance for Wrong Item Received

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Customer Service Department

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service,

I am writing to formally express my grievance regarding an appliance I purchased from your company on [Insert Purchase Date]. The order number is [Insert Order Number].

Unfortunately, I received the wrong item. Instead of [Describe the Item Ordered], I received [Describe the Item Received]. This is disappointing, as I had specific expectations based on my order.

I kindly request your assistance in resolving this matter. Ideally, I would like to receive the correct item as soon as possible. Please let me know how to proceed for the return of the incorrect item and the shipment of the correct one.

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

Sincerely,

[Your Name]