

# Product Defect Complaint Letter

**[Your Name]**

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

**[Company Name]**

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally complain about a defect in a product I purchased from your company on [purchase date]. The product, [Product Name], has not performed as expected, and I believe it is defective.

Despite following all usage instructions, the product has [briefly describe the defect e.g., stopped working, has physical damage, etc.]. I have attached copies of my receipt and any relevant documentation for your reference.

I would appreciate your guidance on how to proceed with this issue. Ideally, I would like a replacement or a refund for the product. Please let me know how we can resolve this matter swiftly.

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

Sincerely,

[Your Name]