

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally complain about a defective product that I purchased from your store on [purchase date]. The product, [Product Name/Description], has not functioned as expected and has caused [brief description of the issue, e.g., breakdown, malfunction].

Upon purchase, I anticipated a quality item, but [explanation of why it is defective, e.g., it stopped working, parts missing, etc.]. I have attached a copy of my receipt for your reference.

As a loyal customer, I request that you provide a replacement or a full refund for the defective product. I hope to resolve this matter swiftly and look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]