

Complaint Letter Regarding Defective Merchandise

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally express my dissatisfaction with a product I purchased from your store on [Purchase Date]. The item, [Product Name/Description], has unfortunately proven to be defective.

Upon using the product, I noticed that [describe the issue with the merchandise]. This defect has made the product unusable and, as a result, I am requesting a full refund or a replacement.

Enclosed are all relevant documents, including the receipt and any photographs of the defect. I would appreciate your prompt attention to this matter and look forward to your response.

Thank you for your assistance.

Sincerely,

[Your Name]