

Defective Appliance Grievance

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally address a grievance regarding a defective appliance that I purchased from your store on [purchase date]. The appliance, [appliance name and model], has not been functioning as expected since [date of issue].

Despite following all operational guidelines, the appliance has [describe the issues you experienced]. I have attempted to reach out to your support line, but unfortunately, the issue remains unresolved.

According to [company's return policy or warranty], I believe I am entitled to a repair or a replacement for the defective item. I have attached copies of my purchase receipt and any relevant correspondence regarding this matter.

I kindly request your prompt attention to this issue. Please let me know how we can proceed with the resolution process.

Thank you for your assistance.

Sincerely,

[Your Name]