

Complaint Regarding Defective Merchandise

[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/Specific Contact Name],

I am writing to formally complain about a defective product I received from your company. On [purchase date], I purchased [product name] (Order # [order number]) from your store/website. Unfortunately, upon receiving it, I noticed [describe the defect or issue with the product].

I have attached a copy of my receipt and photographs of the defective product for your reference. I believe that this product does not meet the quality standards expected from your brand.

As per your return policy, I would like to request a full refund or a replacement of the product. Please advise me on how to proceed with the return process.

Thank you for your attention to this matter. I hope to resolve this issue promptly.

Sincerely,

[Your Name]