

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to inform you about a faulty item that I purchased from your store on [purchase date]. The item in question is [item name and model/serial number]. Unfortunately, I have encountered issues with it, specifically [describe the issue with the item].

As per the warranty policy, I would like to request a replacement or repair of the item. Attached are a copy of the receipt and any relevant photos for your reference.

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

Sincerely,

[Your Name]

[Your Phone Number]