

Defective Merchandise Complaint

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date: [Insert Date]

Customer Service Department
Company Name
Company Address
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally complain about a defective merchandise issue I have encountered with [Product Name], which I purchased on [Purchase Date] from [Store/Website Name]. The order number is [Order Number].

Unfortunately, upon using the product, I discovered that it [describe the defect or issue clearly]. This has caused [explain any inconvenience or problem caused by the defect].

According to your company's return policy, I would like to request a [replacement/refund] for the defective item. I have attached copies of the purchase receipt and any relevant documentation for your review.

I appreciate your attention to this matter and look forward to resolving it promptly. Please feel free to contact me at [Your Phone Number] or [Your Email Address] should you require any further information.

Thank you for your swift response.

Sincerely,
[Your Name]