

Product Condition Appeal

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally appeal regarding the unsatisfactory condition of the product I purchased from your store on [Purchase Date]. The product in question is [Product Name/Model], with the order number [Order Number].

Upon receiving the item, I noticed the following issues:

- [Issue 1]
- [Issue 2]
- [Issue 3]

These defects have significantly affected my experience and usage of the product. I believe I am entitled to a resolution as per your customer satisfaction policy.

I would appreciate it if you could provide guidance on how to proceed with this matter. I am looking forward to a full refund or a replacement at your earliest convenience.

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

Sincerely,
[Your Name]
[Your Address]
[Your Email]
[Your Phone Number]