

Complaint Regarding Defective Merchandise

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,

I am writing to formally complain about a defective product I purchased from your store. The item, [Product Name], was purchased on [Purchase Date] and has not functioned as expected since [mention the issue].

Upon receiving the merchandise, I noticed [describe the defect or issue in detail]. Despite following all instructions for use, the problem persists. Enclosed are copies of my receipt and photographs of the defect for your reference.

I would appreciate it if you could provide a resolution to this issue. Options such as a replacement or a full refund would be acceptable. I look forward to your prompt response to this matter.

Thank you for your attention to this issue.

Sincerely,
[Your Name]