

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

[Recipient Name]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally complain about a defective product that I purchased from your store on [Purchase Date]. The item in question is [Product Name], with the order number [Order Number].

Unfortunately, upon using the product, I discovered that it is not functioning as intended. Specifically, [describe the defect or issue]. I have attached a copy of my receipt and photographs of the defect for your reference.

I would appreciate it if you could [mention desired resolution: refund, replacement, repair, etc.]. I look forward to your prompt response to this matter as I am eager to resolve the issue.

Thank you for your attention to this matter.

Sincerely,
[Your Name]