

Product Malfunction Grievance

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 Team,

I am writing to formally express my grievance regarding a malfunction in the [Product Name] that I purchased on [Purchase Date] from [Store/Website Name]. The order number for this transaction is [Order Number].

Since I began using the product, I have encountered several issues, including [briefly list the malfunctions]. Despite following the instructions provided, the product has not performed as expected.

I kindly request a prompt resolution to this issue. I would appreciate a replacement product or a full refund. Attached to this letter are copies of my purchase receipt and any relevant photographs documenting the malfunction.

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

Sincerely,

[Your Name]