

Complaint Regarding Incorrect Item Received

Date: [Insert Date]

To,
Customer Service,
[Company Name]
[Company Address]

Dear Sir/Madam,

I am writing to formally complain about an incorrect item I received from my recent order (Order Number: [Insert Order Number]) placed on [Insert Order Date].

According to my order, I had requested the following item:

- [Correct Item Description]

However, I received the following item instead:

- [Incorrect Item Description]

This discrepancy has caused inconvenience, and I would appreciate your prompt attention to this matter. I kindly request a replacement with the correct item or a full refund of my purchase.

Enclosed are copies of my order confirmation and photographs of the item I received for your reference.

Thank you for addressing this issue promptly. I look forward to your response.

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