

Letter of Dissatisfaction with Defective Product

To Whom It May Concern,

I am writing to express my dissatisfaction with a defective product I purchased from your online store on [purchase date]. The product, [product name], (Order ID: [order number]) arrived on [delivery date]. Unfortunately, upon using it, I found that it did not function as advertised due to [describe the defect].

I attempted to resolve this issue by [mention any steps taken, e.g., consulting the manual, attempting repairs, etc.], but these measures proved unsuccessful. As a loyal customer, I am disappointed with the quality of this particular item.

I would like to request a full refund or a replacement of the defective product. Please let me know the next steps to rectify this issue. I have attached the receipt and photographs of the product for your reference.

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

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]