

Quality Complaint Regarding Order #12345

Date: [Insert Date]

To: [Customer Service Email/Address]

Dear [Customer Service Team/Specific Contact Name],

I hope this message finds you well. I am writing to formally express my dissatisfaction regarding the quality of an item I purchased from your e-commerce site, [Insert Site Name]. My order number is #12345, which I received on [Insert Delivery Date].

Unfortunately, upon receiving the [Insert Item Name], I noticed the following quality issues: [Briefly describe the issues, e.g. defective, damaged, not as described]. These issues have rendered the product unsatisfactory for my needs.

As per your return policy, I would like to request a full refund or a replacement for the defective item. I have attached photographs as evidence of the quality issues for your reference.

Thank you for addressing this matter. I look forward to your prompt response to resolve this complaint.

Sincerely,

[Your Name]

[Your Contact Information]