

Subject: Dissatisfaction with Recent Purchase

Dear [Customer Service Team],

I hope this message finds you well. I am writing to express my dissatisfaction regarding a recent transaction I made on your website. On [date of transaction], I purchased [product name] (Order Number: [order number]).

Unfortunately, upon receiving the item, I encountered the following issues:

- [Issue 1: e.g., item was damaged]
- [Issue 2: e.g., incorrect item received]
- [Issue 3: e.g., delayed delivery]

I expected a much higher level of quality and service based on your reputation. I would appreciate your assistance in resolving this matter promptly. Specifically, I would like to request [refund/replacement/etc.].

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

Best regards,

[Your Name]

[Your Email]

[Your Phone Number]