

## **Subject: Complaint Regarding Custom Order Product**

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my concern regarding a custom order I placed on [order date] with the order number [order number]. Unfortunately, the product I received does not meet the specifications that were discussed and agreed upon during the ordering process.

The specific issues with the product are as follows:

- [Issue 1: Description]
- [Issue 2: Description]
- [Issue 3: Description]

I would appreciate your prompt attention to this matter. I kindly request that you either replace the product or provide a refund at your earliest convenience. Attached are the photographs of the received product for your reference.

Thank you for your understanding and cooperation. I look forward to your swift response.

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]