

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Title]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally acknowledge the receipt of the faulty merchandise that I received on [date of receipt]. The details of the merchandise are as follows:

- Product Name: [Product Name]
- Order Number: [Order Number]
- Description of the Fault: [Brief Description of the Issue]

Despite my high expectations for this product, it unfortunately does not meet the quality standards I anticipated. I would like to request a return and replacement of the faulty item.

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

Sincerely,

[Your Name]