

Resolution for Unsatisfactory Item

Date: [Insert Date]

To:

[Recipient's Name]

[Company's Name]

[Company's Address]

Dear [Recipient's Name],

We are writing to address our concern regarding an unsatisfactory item received on [Insert Date of Receipt]. The details of the item are as follows:

- Item Name: [Insert Item Name]
- Order Number: [Insert Order Number]
- Description of Issue: [Insert Description]

We would appreciate your assistance in resolving this matter. We kindly request:

1. A replacement for the unsatisfactory item.
2. A full refund of the purchase price.

We hope to resolve this issue promptly and look forward to your swift response. Please feel free to contact us at [Your Phone Number] or [Your Email Address] should you need any further information.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Company's Name]

[Your Company's Address]