

# Customer Support Escalation Letter

**Date:** [Insert Date]

**To:** Customer Support Team

**From:** [Your Name]

**Email:** [Your Email]

**Phone Number:** [Your Phone Number]

**Subject:** Escalation of Product Defect Issue - [Product Name/Model]

Dear Customer Support Team,

I hope this message finds you well. I am writing to formally escalate an ongoing issue regarding a defect in the [Product Name/Model] that I purchased on [Purchase Date].

Initially, I reported the issue on [Initial Contact Date] through [initial contact method - e.g., email, phone], and I was assigned a case number [Case Number]. Unfortunately, the problem persists despite the solutions provided during our previous communications.

Details of the issue:

- **Product:** [Product Name/Model]
- **Purchase Date:** [Purchase Date]
- **Nature of Defect:** [Brief Description of the Defect]
- **Previous Actions Taken:** [List any previous fixes attempted]

Given the circumstances and the time it has taken to resolve this matter, I would greatly appreciate it if you could escalate this issue to a supervisor or a specialist who can provide a more effective solution. I am a loyal customer, and I hope to continue using your products with confidence.

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

Sincerely,

[Your Name]