

Customer Escalation Justification Letter

Date: [Insert Date]

To: [Recipient's Name]

[Recipient's Position]

[Company's Name]

[Company's Address]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally escalate a concern regarding a product defect that I have encountered with [Product Name/Model]. Despite previous attempts to address this issue, I believe it has not been resolved satisfactorily.

Details of the Product Defect:

- **Product Name/Model:** [Insert Product Name/Model]
- **Purchase Date:** [Insert Purchase Date]
- **Warranty Information:** [Insert Warranty Details]
- **Description of the Issue:** [Briefly Describe the Product Defect]

Attempts Made to Resolve the Issue:

[List any prior communication with customer service, including dates and outcomes]

Given the ongoing nature of this defect and the impact it has had on my experience, I kindly request your immediate attention to this matter. I would appreciate your assistance in finding a suitable resolution, such as a replacement or repair of the product.

Thank you for your understanding and swift action on this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Contact Information]

[Your Address]