

Inquiry Regarding Faulty Product

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to inquire about a product that I purchased from your store on [Purchase Date]. The product is [Product Name/Description], and unfortunately, I have encountered some issues with it.

Specifically, the product [describe the issue, e.g., does not work as intended, has a defect, etc.]. I would appreciate it if you could provide guidance on how to proceed with this matter.

Attached to this letter are copies of my receipt and any relevant photographs of the product in question.

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

Sincerely,

[Your Name]