Product Defect Complaint

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally complain about a defective product that I purchased from your company on [purchase date]. The product, [product name], has not functioned as expected due to [briefly describe the defect].

Despite following the usage instructions provided, the issue persists, and I am unable to use the product for its intended purpose.

I would appreciate it if you could provide guidance on how to return the defective item and receive a replacement or a refund. Enclosed with this letter are copies of my receipt and any additional documentation related to the purchase.

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

Sincerely,

[Your Name]