

Complaint Letter Regarding Faulty Electronics

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Customer Service
Company Name
Company Address
City, State, Zip Code

Dear Customer Service,

I am writing to formally lodge a complaint regarding a faulty electronic device I purchased from your store on [purchase date]. The device in question is [product name, model number].

Unfortunately, after a short period of use, I began to experience the following issues: [describe the faults or problems encountered, e.g., it does not power on, has a defective screen]. Despite following the recommended troubleshooting steps provided in your user manual, these issues persist.

Given the circumstances, I kindly request a replacement or a full refund for the faulty product as per your warranty policy. I have attached a copy of my receipt and any other relevant documentation for your reference.

I look forward to your prompt response regarding this matter and hope for a satisfactory resolution. Thank you for your attention to this issue.

Sincerely,
Your Name