

Grievance Letter for Defective Home Appliances

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

[Date]

[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Customer Service Manager/Specific Contact Name],

I am writing to formally express my grievance regarding a defective home appliance that I purchased from your store on [Purchase Date]. The item in question is [Appliance Name/Model], and the order number is [Order Number].

Since the purchase, I have experienced the following issues: [Briefly describe the issues encountered, e.g., not working, making unusual noises, etc.]. I have attempted to resolve these issues by [mention any steps taken, e.g., troubleshooting, following user manual instructions, contacting support, etc.], but unfortunately, the problems persist.

As a loyal customer of [Company Name], I am disappointed with the quality of the product and would appreciate your immediate attention to this matter. I request a full refund or a replacement appliance at your earliest convenience.

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

Sincerely,
[Your Name]