

# Letter of Dispute Regarding Product Authenticity

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally dispute the authenticity of a product I purchased at your duty-free shop on [purchase date]. The product in question is [describe the product, including any relevant details like brand, model, etc.].

Upon further inspection and usage, I have serious concerns regarding its authenticity, as it does not meet the quality and specifications expected from genuine products of this brand.

Enclosed with this letter are copies of my purchase receipt, photographs of the product, and any relevant documentation that supports my claim.

I kindly request a thorough investigation into this matter and appropriate resolution, whether it be a refund or a replacement with an authentic item.

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

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]