

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Recipient Name

Company Name

Company Address

City, State, Zip Code

Dear [Recipient Name],

I am writing to formally complain about the defective goods I received from your company on [date of receipt]. The order number is [order number].

The goods in question are [describe the items, including specific defects or issues].

According to your company's warranty and return policy, I expected to receive functional items, and I would appreciate your prompt attention to this matter. I would like to request a replacement or a full refund for the defective items.

Attached are copies of my receipt and any relevant photographs of the defective goods. I hope to resolve this issue quickly and amicably.

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

Sincerely,

[Your Name]