

Formal Complaint Regarding Product Defects

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Recipient's Name

Company's Name

Company's Address

City, State, Zip Code

Dear [Recipient's Name],

I am writing to formally lodge a complaint regarding a defective product that I purchased from your company on [purchase date]. The product in question is [product name], with order number [order number].

Upon using the product, I discovered the following defects: [briefly describe the defects and how they affect the usability of the product]. I have attached copies of my purchase receipt and any relevant documentation for your reference.

I expected a product of higher quality from your company, and I am disappointed with my experience. I kindly request a full refund or a replacement of the defective product at your earliest convenience.

Thank you for addressing this matter promptly. I look forward to your response.

Sincerely,

[Your Name]