

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Customer Service Department

Company Name

Company Address

City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction regarding discrepancies I have encountered in the product description of [Product Name/ID] that I purchased on [Purchase Date]. Upon reviewing the product details on your website, I expected [specific features/characteristics] as highlighted. However, upon receiving the product, I found that it [describe the discrepancies].

As a loyal customer, I rely on accurate product information to make informed purchasing decisions. This experience has not only inconvenienced me but has also led to a lack of trust in the quality assurance of your products.

I kindly request a resolution to this issue, which may include [possible solutions, such as a refund, replacement, etc.]. I hope to reach a satisfactory resolution promptly.

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

Sincerely,

[Your Name]