

[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's Name],

I am writing to formally lodge a complaint regarding a faulty item that I received from your company, order number [Order Number], dated [Order Date].

The item, [Item Name/Description], arrived on [Arrival Date] and was found to be [describe the fault - e.g., damaged, not working, missing parts]. I have attached copies of the receipt and photos of the item for your reference.

I expect a full resolution to this issue. I would appreciate a prompt replacement of the item or a full refund to my original payment method.

Thank you for your attention to this matter. I look forward to your response within [reasonable time frame, e.g., 14 days].

Sincerely,

[Your Name]