

[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/Relevant Department],

I am writing to formally lodge a complaint regarding a product I purchased from your company on [Date of Purchase], which has unfortunately malfunctioned. The product in question is [Product Name and Model Number].

After [briefly describe the issue, e.g., "using the product for only a short period"], I noticed that it [describe the specific malfunction, e.g., "fails to turn on, despite following all usage instructions"]. This is highly disappointing considering my expectations based on your company's reputation.

I have attempted to resolve this issue by [mention any steps taken, e.g., "following troubleshooting steps outlined in the manual" or "contacting customer support"], but [explain the outcome, e.g., "the problem persists"]. I believe I am entitled to [state your desired resolution, e.g., "a replacement/refund"] under the terms of your warranty policy.

Please find attached copies of my receipt and any relevant correspondence for your reference. I hope to receive a prompt response regarding this matter.

Thank you for your attention to this issue. I look forward to your swift reply.

Sincerely,  
[Your Full Name]