

Formal Complaint Regarding Inadequate Merchandise Condition

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 Team,

I am writing to formally address an issue I have encountered with an order I received from your company on [insert order date]. The order number is [insert order number]. Upon receiving the merchandise, I noticed that the condition of the items was inadequate due to [describe the specific issues such as defects, damage, etc.].

Despite my expectations based on your usual standards of quality, the product falls short in the following ways: [list specific problems with the merchandise]. I am disappointed with this experience as I had high hopes for the purchase.

I kindly request a full refund or a replacement of the merchandise. I believe this will resolve the matter amicably and restore my confidence in your brand. Please find attached copies of the relevant receipts and photographs documenting the condition of the items.

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

Sincerely,
[Your Name]