

Formal Complaint Regarding Defective Item

[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 item I received from your company, order number [Order Number], which was delivered on [Delivery Date].

The item in question is [Item Description], and upon inspection, I noticed that it [describe the defect, e.g., "was not functioning as advertised" or "had visible damage"]. This has caused me considerable inconvenience, as I was relying on this item for [mention how you were going to use the item].

I have already attempted to resolve this matter by [explain any prior communication or steps taken, e.g., "contacting customer service on [date]" or "reviewing the return policy"], but unfortunately, I have not received a satisfactory response.

I kindly request a full refund or a replacement of the defective item at your earliest convenience. Please let me know how to proceed with this matter.

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

Sincerely,

[Your Name]