

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,

I am writing to formally complain about a malfunctioning item that I purchased from your store on [purchase date]. The item, [item name], has not been working as intended since [mention the issue].

Despite following all the recommended instructions for use, the item continues to [describe the specific problem]. I have attached copies of my original receipt and any relevant warranty information for your reference.

I expect a resolution to this matter, which may include a replacement, repair, or refund. Please contact me at your earliest convenience to discuss how we can resolve this issue.

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

Sincerely,
[Your Name]