

Formal Complaint Regarding Faulty Product Delivery

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction regarding the delivery of a faulty product that I ordered from your company on [Order Date]. The order number is [Order Number]. Upon receiving the item, I discovered that it was [describe the fault in the product].

Despite following your guidelines for use and care, the product has not met the quality standards promised by your advertisement. I believe this may be due to a manufacturing error or oversight on your part.

I kindly request a replacement or a full refund for this faulty product within the next [insert time frame, e.g., 14 days]. Attached, you will find copies of the order confirmation, delivery notice, and photographs of the faulty product as evidence.

I appreciate your attention to this matter and look forward to your prompt response to my complaint.

Thank you for your cooperation.

Sincerely,
[Your Name]