

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 express my dissatisfaction with a product I purchased from your company on [purchase date]. The product, [product name], was advertised as [brief description as advertised], but upon receiving and using the item, I discovered that it did not meet these stated specifications.

Specifically, [describe how the product differed from its description, including any relevant details or examples]. This discrepancy between the product description and the actual item I received is quite disappointing.

Given the circumstances, I would appreciate your guidance on how to resolve this issue. I would be grateful if you could provide me with a replacement or a full refund for the product. Attached to this letter are copies of my purchase receipt and any relevant correspondence.

Thank you for your prompt attention to this matter. I look forward to your response and a resolution to my complaint.

Sincerely,

[Your Name]