

# Formal Complaint Regarding Non-Functional Equipment

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Recipient's Position]

[Company/Organization Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my concern regarding the non-functional [specific equipment name/model] that was purchased on [purchase date] from [store or company name]. It has come to my attention that the equipment has not been operational since [specific date or time frame], which has significantly impacted [describe impact, e.g., productivity, services, etc.].

Despite following the provided guidelines and reaching out for support, the issue remains unresolved. I kindly request that you address this matter promptly, either through repairs, replacement, or a full refund, as per the warranty and return policy.

I appreciate your immediate attention to this issue and look forward to your prompt response.

Thank you for your cooperation.

Sincerely,

[Your Name]