

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

Recipient's Name  
Company Name  
Company Address  
City, State, Zip Code

Dear [Recipient's Name],

I am writing to formally express my concerns regarding the unreliable performance of the [specific device name], which I purchased on [purchase date] from [store or website name]. Despite following all manufacturer guidelines and usage recommendations, I have experienced [describe specific issues with the device].

This has caused significant inconvenience and dissatisfaction, as I relied heavily on this device for [mention purpose or tasks]. I believe that the issues I have encountered are not consistent with the quality promised by your brand.

I kindly request your assistance in resolving this matter. I would appreciate it if you could provide guidance on how to proceed with a repair, replacement, or refund for the faulty device. Enclosed with this letter are copies of my purchase receipt and any relevant documentation for your reference.

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

Sincerely,  
[Your Name]