

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Recipient's Position]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my dissatisfaction with the equipment I purchased from your company on [purchase date]. The [specific equipment name] has not been functioning as expected, showing [describe the issues, e.g., frequent malfunctions, poor performance].

Despite following all operating instructions and guidelines provided, the equipment has continued to exhibit [specific issues], which has caused significant inconvenience and disruption to my [work/living situation]. I have contacted your customer service team on [dates of communication], but unfortunately, the issues remain unresolved.

I kindly request that you address this matter promptly. I believe it would be appropriate to [suggest a resolution: repair, replacement, refund, etc.], as the equipment is not meeting the standards promised at the time of purchase.

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

Sincerely,

[Your Name]