

Formal Complaint Regarding Faulty Instruments

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 submit a complaint regarding the faulty instruments I purchased from your company on [Purchase Date]. The order number for this purchase is [Order Number].

Upon receiving the instruments, I immediately noticed [describe the issues or defects]. These defects have caused significant inconvenience, as they [explain any impact this has caused].

Despite my attempts to resolve this issue by [mention any prior attempts to contact them or resolutions sought], I have not received a satisfactory response.

As a result, I request [state your desired resolution, e.g., a replacement, refund, etc.]. I believe this request is reasonable given the circumstances and I hope to resolve this matter swiftly.

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

Sincerely,
[Your Name]