

Formal Complaint Regarding Faulty Product

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service

[Online Retailer's Name]

[Retailer's Address]

[City, State, Zip Code]

Dear Customer Service,

I am writing to formally complain about a faulty product I purchased from your online store. On [purchase date], I ordered [product name and description] (Order Number: [order number]). Unfortunately, upon receiving the product on [delivery date], I discovered that it was [describe the fault or defect].

As per your return policy, I would like to request a full refund for the product or a replacement if that is an available option. I have attached a copy of my receipt and photographs of the faulty product for your reference.

I hope to resolve this matter promptly and look forward to your response. Thank you for your attention to this issue.

Sincerely,

[Your Name]