

Formal Complaint Regarding Warranty Issues

To Whom It May Concern,

I am writing to formally lodge a complaint regarding a warranty issue I have encountered with a product I purchased from your online store on [Purchase Date]. The order number is [Order Number].

The product in question is [Product Name/Description], and it has been experiencing [describe the issue] since [Date Issue Began]. Despite following the instructions outlined in the warranty policy, my attempts to resolve the issue have been unsuccessful.

I have contacted your customer service department on several occasions, but I have yet to receive a satisfactory response or resolution. I believe I am entitled to a replacement or repair under the terms of the warranty.

I urge you to address this matter promptly. Please let me know how we can resolve this issue. I look forward to your response within [specify a reasonable time frame, e.g., 14 days].

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]