

Defective product complaint

Subject: Defective Product Complaint - [Product Model/Order Number]

Dear Customer Service Team,

I am writing to file a formal complaint regarding a defective [Product Name] I purchased from your company on [Purchase Date]. This product has failed to meet the quality standards I expect from your brand and has caused significant inconvenience.

The specific defects I have encountered include [detailed description of problems]. These issues appeared [timeframe after purchase] and have rendered the product unusable for its intended purpose.

I have attempted to resolve this issue by [previous actions taken], but have not received a satisfactory response. As a loyal customer who has purchased [number] products from your company over [timeframe], I am disappointed by this experience and the lack of adequate customer support.

I am seeking [specific resolution - replacement, refund, repair] for this defective product. Under consumer protection laws and your company's warranty policy, I believe I am entitled to a full remedy for this situation.

I have enclosed copies of my receipt, warranty information, and photographic evidence of the defects. I expect this matter to be resolved within a reasonable timeframe and look forward to your immediate attention to this complaint.

If this matter is not resolved satisfactorily, I will be forced to pursue other avenues including consumer protection agencies and online reviews.

Thank you for your prompt attention to this matter.

[Your Name]

[Order Number]

[Contact Information]

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