

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

Customer Service Team

CJ Pony Parts

[Company Address]
[City, State, Zip Code]

Dear CJ Pony Parts Customer Service Team,

I hope this letter finds you well. I am writing to formally address an issue I have encountered with my recent order (Order Number: [Your Order Number]) placed on [Order Date].

Unfortunately, [briefly describe the issue you experienced, e.g., an incorrect item received, a defective product, delayed shipment, etc.]. This has caused [explain the impact this issue has had, e.g., inconvenience, dissatisfaction, delays in project, etc.].

I would appreciate your assistance in resolving this matter. I am requesting [state your desired resolution, e.g., a replacement, refund, exchange, etc.]. Enclosed are copies of my order confirmation and any relevant documentation.

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

Sincerely,

[Your Name]

[Optional: Your Signature]