

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

Dear [Customer Service Manager/Specific Name if known],
I am writing to formally file a complaint regarding the service of my DVD player, [Model Number or any specific detail], which I purchased on [Purchase Date] from [Place of Purchase].

Despite my attempts to resolve the issues, I have been experiencing persistent problems with the device, including [describe specific issues, e.g., failure to read discs, skipping playback, etc.]. I have followed all troubleshooting steps provided in the manual, but the issues remain unresolved.

I took the player to [Service Center Name] on [Date of Service], but the service provided was [describe service issues, e.g., unsatisfactory, incomplete, no change in functionality]. My attempts to contact customer support have also been frustrating, as [mention any issues with customer service, e.g., long wait times, unhelpful representatives].

I am seeking a resolution to this matter, which could include [state desired outcome, e.g., a full refund, replacement, additional service]. Please find attached copies of my purchase receipt and any relevant service documentation.

I appreciate your immediate attention to this matter and hope for a swift resolution. I can be reached at [your phone number] or [your email address] for any further information required.

Thank you for your cooperation.

Sincerely,
[Your Name]