

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

Dear Customer Service Team,

I am writing to formally file a complaint regarding a [specific model] DVD player that I purchased on [purchase date] from [store/website]. My order number is [order number].

Despite following the usage instructions, I have encountered several issues with the DVD player, including [briefly describe the issues: e.g., it does not power on, it skips and freezes during playback, etc.]. These problems have rendered the device unusable and have caused considerable inconvenience.

I kindly request a [refund/replacement/repair] for the defective product. I have attached copies of the purchase receipt and relevant documentation for your reference.

I look forward to your prompt response to this matter and hope for a satisfactory resolution.

Thank you for your attention to this issue.

Sincerely,  
[Your Name]