

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

Customer Service Department
HJC Helmets

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

Dear HJC Customer Service,

Subject: Customer Complaint Regarding [Product Name/Issue]

I hope this letter finds you well. I am writing to formally express my dissatisfaction with a recent experience involving [specific product name], which I purchased on [purchase date] from [retailer/store name]. Unfortunately, [describe the issue with the product, including any relevant details such as malfunction, quality concerns, etc.]. Despite following the care instructions outlined, [explain any attempts you made to resolve the issue].

I understand that product issues can occur, but I am disappointed with the [specific expectation, e.g., quality, customer service]. I would appreciate your prompt attention to this matter and request a [specific resolution, e.g., replacement, refund, repair].

Enclosed are copies of my purchase receipt and any relevant documentation. I look forward to your prompt reply and a satisfactory resolution.

Thank you for addressing my concerns.

Sincerely,

[Your Name]

[Enclosures: Receipt, documentation]