

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

[Recipient's Name]  
[Company Name]  
[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my sincere apologies concerning the malfunction of the LG refrigerator that I purchased from your store on [purchase date].

Unfortunately, the appliance has not been functioning as expected, and this has caused considerable inconvenience to my household. I deeply regret any disruption this may have caused to your operations or customer service teams.

I appreciate the quality and reliability that LG products are known for, and I am hopeful that this matter can be resolved promptly. Please let me know how I can assist in facilitating a solution and restoring my confidence in your brand.

Thank you for your understanding and assistance in this matter.

Sincerely,

[Your Name]