

[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],

Subject: Complaint Regarding Defective Computer

I am writing to formally complain about a computer I purchased from your store on [purchase date], which has been experiencing [describe the issue briefly, e.g., frequent crashes, hardware malfunctions, etc.].

Despite following the care instructions and troubleshooting steps provided, the computer continues to malfunction. I have attempted to resolve this issue by [mention any steps you've taken, such as contacting support or returning to the store], but to no avail.

Under the warranty policy, I believe I am entitled to a replacement or repair. I have attached all relevant documents, including a copy of the purchase receipt and any previous correspondence regarding this matter. I hope to resolve this issue promptly. Please contact me at your earliest convenience to discuss the next steps.

Thank you for your attention to this matter.

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]