

[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],

I am writing to formally express my dissatisfaction with the PVC pipes I purchased from your company on [purchase date].

I have encountered several issues with the product, including [briefly describe the problems you are experiencing, e.g., leaks, cracks, improper sizing, etc.]. These problems have caused [briefly explain any consequences, e.g., damage to property, additional costs, etc.].

I believe that the product did not meet the advertised standards of quality and performance, which is disappointing considering your company's reputation. I have always chosen your products due to their reliability; however, this experience has prompted me to reconsider that decision.

I request a prompt resolution to this matter, which may include [suggest a course of action, such as a replacement, refund, etc.]. I hope to resolve this issue amicably and would appreciate your immediate attention to this matter.

Thank you for your understanding. I look forward to your swift response.

Sincerely,

[Your Name]
[Your Signature (if sending a hard copy)]