

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

Dear [Recipient Name],

I am writing to formally complain about a defect in the item I purchased from your store on [Purchase Date]. The item in question is [Product Name/Model], and my order number is [Order Number].

Upon using the product, I noticed that [describe the defect/issue with the item]. Despite following all usage instructions, the problem remains unresolved.

I kindly request a replacement or a full refund for this defective item. Attached are copies of my receipt and any relevant documentation regarding the issue.

Thank you for addressing this matter promptly. I look forward to your response.

Sincerely,

[Your Name]