

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

Customer Service

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

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction with [specific issue] that I encountered on [date of incident]. I have been a loyal customer of [Company Name] for [duration] and have always appreciated the quality of your products/services, which makes this experience particularly disappointing.

On [date], I purchased [specific product/service] and encountered the following problem: [describe the problem in detail, including any relevant order numbers, receipts, or supporting documentation]. I attempted to resolve this issue by [mention any actions taken, such as calling customer service, visiting a store, etc.], but unfortunately, [explain the outcome of those actions].

I believe that this situation warrants your attention, and I would appreciate a prompt resolution. I am seeking [specific resolution you want, e.g., a refund, replacement, further assistance, etc.].

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]
[Your Account Number, if applicable]