

[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],

Subject: Complaint Regarding Faulty VHS Player

I am writing to formally express my dissatisfaction with a VHS player I purchased from your store on [Purchase Date]. The model number is [Model Number].

Upon first use, I encountered several issues that have rendered the product unusable. Specifically, [describe the issues with the VHS player]. Despite following all product guidelines and troubleshooting steps, the problems persist.

I kindly request a full refund or a replacement for the faulty unit, as it does not meet the quality standards promised at the time of purchase. Please find attached copies of my receipt and any relevant documents pertaining to the purchase.

I hope to resolve this matter promptly and look forward to your response within [specify a reasonable time frame, e.g., 14 days].

Thank you for your attention to this matter.

Sincerely,

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