

[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 defective product that I purchased from your company on [purchase date]. The product, [Product Name and Model/Serial Number], has not functioned as expected due to [brief description of the defect or issue].

I have attached a copy of my receipt and any relevant documentation for your reference. Despite following all proper usage instructions, [explain any attempts made to resolve the issue].

I request a full refund or a replacement for the defective item. Please respond to this letter by [specific date], as I would like to resolve this matter promptly.

Thank you for your attention to this issue.

Sincerely,

[Your Name]