

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

Customer Support

Xbox One

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

Dear Customer Support Team,

I am writing to formally complain about an issue I have encountered with my Xbox One console, which I purchased on [purchase date] from [store name]. Unfortunately, I have been experiencing [describe the issue in detail, e.g., frequent crashes, hardware malfunction, etc.], which has significantly impacted my gaming experience.

Despite following the troubleshooting steps provided in your support documentation, the problem persists. I believe this may be a manufacturing defect, as I have taken proper care of the console and have not subjected it to any misuse.

I kindly request that you [state your desired resolution, e.g., repair, replacement, refund]. I hope to resolve this matter promptly, as I am a loyal Xbox customer and have always appreciated your products.

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

Sincerely,
[Your Name]