

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

Customer Service Department  
XGIS

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

Dear Customer Service Team,

I am writing to formally express my dissatisfaction regarding [specific issue or complaint] that I experienced with your product/service on [date].

[Briefly describe the details of the issue, including any relevant order numbers, transaction details, or communications with customer service.]

I have always appreciated XGIS for [mention any positive aspect], but this experience has left me quite disappointed. I would like to request [state your desired resolution, e.g., a refund, replacement, or other remedy].

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

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]