

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

Customer Service

XnView Software

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

Dear XnView Customer Service,

I am writing to formally express my dissatisfaction regarding [specific issue with the software, e.g., a bug, feature malfunction, or customer service experience].

On [date of incident], I encountered [describe the issue in detail, including any error messages or specific functionality that was not working as expected]. Despite my attempts to [mention any steps taken to resolve the issue, such as reinstallation or reaching out for support], the problem persists.

I appreciate the effort your team puts into creating a robust software product, but this experience has been frustrating, and I feel it needs to be addressed. I would appreciate your prompt attention to resolve this issue, possibly by [suggest a resolution, e.g., a software update, refund, or additional help].

Thank you for taking the time to address my concerns. I look forward to your prompt response.

Sincerely,
[Your Name]