

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

Customer Service Department
Xolo

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

Subject: Complaint Submission

Dear Xolo Customer Service,

I hope this message finds you well. I am writing to formally submit a complaint regarding [briefly describe the issue, e.g., "the malfunctioning device I purchased on [purchase date]"].

Details of the issue are as follows:

- ****Product Name/Model****: [Product Name/Model]
- ****Order Number****: [Order Number]
- ****Purchase Date****: [Purchase Date]
- ****Description of the Issue****: [Provide a detailed description of the issue you are facing.]
- ****Previous Correspondence****: [Mention any prior communication regarding this issue, including dates and reference numbers if applicable.]

I am disappointed with [mention any relevant points, e.g., "the service I received" or "the quality of the product"] and would appreciate your prompt attention to this matter. I would like to request [state your desired resolution, e.g., "a replacement," "a full refund," etc.].

Thank you for your attention to this issue. I look forward to your swift response.

Sincerely,

[Your Name]