

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

Customer Service

Xway

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

Dear Xway Customer Service,

Subject: Formal Complaint Regarding [Issue]

I am writing to formally lodge a complaint regarding [describe the issue briefly].

On [date of occurrence], I experienced [provide detailed account of the issue, including any relevant facts, names, and locations]. This has caused [explain the impact of the issue].

I have previously attempted to resolve this issue by [mention any prior communication or actions taken], but unfortunately, [describe the outcome of those attempts].

I request [state what you are seeking, such as a refund, replacement, or resolution], as I believe this is a fair resolution to the problem experienced.

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

Sincerely,

[Your Name]