

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

Customer Service Department
Zynerba Pharmaceuticals, Inc.
[Company Address]
[City, State, ZIP Code]

Dear Customer Service Team,
Subject: Formal Complaint Regarding [Specific Issue]

I am writing to formally express my dissatisfaction regarding [brief description of the issue] related to [specific product/service] that I experienced on [date of occurrence].

Despite my previous attempts to resolve this issue via [method of communication, e.g., phone, email], I have not received a satisfactory response or resolution.

[Provide a detailed description of the issue, including relevant information such as order numbers, dates, and any interactions you've had with customer service.]

I kindly request that you take the necessary steps to address this matter as soon as possible. I believe a fair resolution would be [state your desired outcome, e.g., refund, exchange, correction of mistake].

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)]