

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

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

Dear Customer Service,

Subject: Complaint Regarding [Specific Issue or Product]

I am writing to formally address a concern I have regarding my recent experience with [specific product/service, e.g., Zygel]. On [date of purchase], I [describe the situation or issue briefly, e.g., purchased the product at a retail location or through your website]. Unfortunately, I have encountered the following issue:

[Explain the issue in detail, including specific problems, any interactions with customer service, and expectations that were not met.] Despite reaching out to your customer support team on [dates of previous communications, if applicable], I have not received a satisfactory resolution. I expected [describe what resolution you were hoping for or any actions you want them to take].

I appreciate your prompt attention to this matter and hope to hear back from you soon. Thank you for addressing my concerns.

Sincerely,
[Your Name]