

Casual Product Defect Claim Template

Subject: Defective Product Compensation Request - Order #[Order Number]

Hi Customer Service Team,

I hope this email finds you well. I'm reaching out regarding a product I purchased from your company that has turned out to be defective.

I bought [Product Name] on [Date] for \$[Amount]. Unfortunately, the product [describe defect/issue] within [timeframe]. This is particularly disappointing because [explain impact/inconvenience].

I've been a loyal customer for [timeframe] and have always been satisfied with your products and service. I'm hoping we can resolve this issue amicably. I would appreciate either a full refund, replacement product, or store credit at your discretion.

I've attached photos of the defective product and my original receipt. Please let me know what additional information you might need to process this request.

Thanks for your time and attention to this matter. I look forward to hearing from you soon.

Best regards,

[Your Name]

[Contact Information]

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