

Defective Product Complaint Letter

Dear Customer Service Team,

I recently purchased [Product Name] from your company, order number [Order Number], and upon using it, I discovered that it is defective. The [describe defect] prevents the product from functioning as intended.

I kindly request a replacement or a full refund as per your company's policy. I have attached photos of the defect and a copy of my purchase receipt for your reference.

I hope this matter can be resolved promptly and look forward to your response.

Sincerely,

[Your Name]

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