

Complaint Letter to Retail Store about Defective Product Template

Dear [Store Manager's Name],

I am writing to express my dissatisfaction with a recent purchase I made at your store. On [Date], I bought a [Product Name] from your establishment, and I am disappointed to report that the product is defective. [Explain the defect and any attempts you made to address the issue.]

I kindly request a full refund or an exchange for a non-defective product. I have attached a copy of the receipt for your reference. I value the reputation of your store and hope that you will take the necessary steps to rectify this situation promptly.

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

Sincerely,