

Direct Claim Letter Examples

Subject: Defective Product - Order #12345

Dear Sir/Madam,

I am writing to express my disappointment and dissatisfaction with the product I recently purchased from your company. On [date], I ordered a [product name] with Order #12345.

Upon receiving the product, I noticed that it was defective. The [describe the issue in detail]. This defect has rendered the product unusable, and it does not meet the quality standards I expected from your reputable company.

I kindly request a replacement for the defective product as soon as possible. Alternatively, if a replacement is not available, I would like a full refund for the purchase price.

Enclosed with this letter are copies of my purchase receipt and images of the defective product to support my claim. I hope we can resolve this matter promptly and maintain a positive customer-business relationship.

Please respond to this complaint within [a reasonable timeframe, e.g., 10 business days] to let me know how you plan to address this issue.

Thank you for your attention to this matter.

Sincerely,