

Product Quality Feedback Letter

Subject: Product Quality Feedback and Concerns - [Product Name/Model]

Dear [Quality Assurance Department/Product Manager],

I am writing to formally provide feedback regarding [Product Name/Model Number] purchased on [Date] from [Location/Website]. As a customer who values quality and reliability, I feel compelled to bring several concerns to your attention.

Since purchase, I have encountered the following issues: [List specific problems with details - malfunctions, defects, performance issues]. These problems have significantly impacted the product's usability and my overall satisfaction.

I have followed all usage instructions and maintenance guidelines provided. The issues appear to be related to [manufacturing defect/design flaw/quality control oversight] rather than user error. I have attempted troubleshooting steps including [list steps taken].

This experience contrasts sharply with my expectations based on [brand reputation/product reviews/previous experience with your products]. I purchased this item specifically because [reason for choosing this product].

I am providing this feedback not only to seek resolution for my situation but also to alert you to potential systematic quality issues that may affect other customers. I have attached [photos/videos/documentation] demonstrating the problems encountered.

I request [replacement/repair/refund] and would appreciate confirmation that this feedback will be reviewed by your quality assurance team. I am available to provide additional information or participate in any investigation into these issues.

I look forward to your prompt response and resolution.

Sincerely,

[Your Name]

[Purchase Order Number]

[Contact Details]

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