

Formal Letter to Food Manufacturer About Contamination

Subject: Product Contamination Complaint - [Product Name and Batch Number]

Dear Customer Service Department,

I am writing to report a serious contamination issue I discovered in your product, [Product Name], which I purchased on [Date] from [Store Name and Location].

Upon opening the package, I found [describe contamination: foreign object, mold, insects, unusual odor, discoloration, etc.]. This discovery is deeply concerning from both a quality assurance and consumer safety perspective.

The product details are as follows:

Product Name: [specific product]

Batch/Lot Number: [number from package]

Expiration Date: [date]

Purchase Date: [date]

Store Location: [where purchased]

I have retained the contaminated product and its packaging as evidence and can provide photographs if needed. I have not consumed any of the product and disposed of the remaining contents safely.

I am requesting a full refund for this purchase and an explanation of how this contamination occurred. Additionally, I would like to know what quality control measures are in place to prevent such incidents and whether this represents a larger batch issue that should be recalled.

Please respond within ten business days with your investigation findings and proposed resolution. I have also reported this incident to [relevant food safety authority] as required.

I have been a consumer of your brand for many years and expect better quality standards from your company.

Sincerely,

[Your Name]

[Complete Contact Information]

[Photographs enclosed/attached]

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