## **Product Complaint Letter**

Subject: Product Complaint

Dear Sir/Madam,

I am writing to express my disappointment and frustration with a recent purchase I made from your company. I purchased [product name] from your store on [date of purchase], and I am extremely dissatisfied with its quality and performance.

I had high expectations for this product based on its description and the reputation of your company. However, upon using it, I discovered several issues that have significantly affected its functionality. Firstly, [describe the first issue in detail]. This defect has rendered the product unusable for its intended purpose, which is highly inconvenient and unacceptable.

Furthermore, I noticed [describe any other issues or defects you encountered]. These problems have further diminished the overall quality and value of the product. I have attached photographs and documentation to support my claims, highlighting the defects and inconsistencies I have observed.

As a loyal customer, I expect better from your company, and I am disappointed that such a renowned brand would allow such subpar products to reach the market. I believe it is your responsibility to ensure the quality and reliability of the items you sell.

I kindly request that you take the following actions to resolve this matter:

- 1. Provide a replacement for the defective product as soon as possible.
- 2. Take immediate steps to rectify the quality issues in your production process to prevent similar problems from occurring in the future.
- 3. Offer a refund or compensation for the inconvenience and disappointment caused by this faulty product.

I would appreciate a prompt response regarding the steps you plan to take to address this issue.

Please contact me within [a reasonable timeframe, e.g., 10 business days] to discuss a resolution. If

I do not hear from you within this period, I may have no choice but to escalate my complaint to

consumer protection agencies or consider legal action.

I hope we can reach a satisfactory resolution to this matter promptly. I have always valued the products and services provided by your company, and I hope this experience is not indicative of a decline in your standards.

Thank you for your attention to this matter.

Yours sincerely,

[Your Name]