

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]