

Heartfelt, Formal Letter

Subject: Concern About Product Quality

Dear [Company Name/Customer Service],

I have always trusted your products, which is why I was disappointed to find that my recent purchase, [Product Name], purchased on [Purchase Date], has [describe defect or issue].

I hope you will consider replacing the product or offering a refund so I can continue to have confidence in your brand.

Thank you for understanding and your prompt attention.

Sincerely,

[Your Name]

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