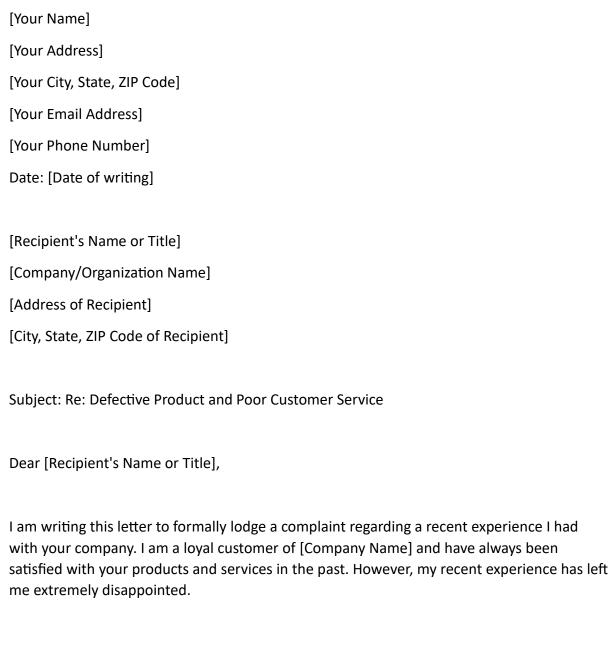
Complain Letter



On [Date of Purchase], I purchased a [Product Name] from your store located at [Store Location]. To my dismay, upon opening the product, I discovered that it was defective. The [specific issue with the product, e.g., broken parts, malfunctioning features] rendered the product unusable.

This situation has caused me significant inconvenience, as I had intended to use the product for [specific purpose, e.g., a special occasion, a project]. I am attaching a copy of the receipt as well as photographs of the defective product for your reference.

I reached out to your customer service department on [Date of Contact] via phone (Case Number: [Case Number]), and I must express my disappointment in the way my concern was handled. The customer service representative was unhelpful and seemed disinterested in resolving my issue. Despite explaining the situation in detail, I was met with rudeness and a lack of empathy.

As a loyal customer, I expected better service and a prompt resolution to my problem. I kindly request that you take immediate action to address this matter. I would appreciate a replacement for the defective product or a full refund of the purchase amount. Additionally, I hope that steps will be taken to improve the quality of customer service within your company.

I thank you for your attention to this matter and sincerely hope for a swift resolution. I value my relationship with [Company Name] and believe that this incident can be resolved to my satisfaction.

Sincerely,

[Your Full Name]