

Complain Letter

[Your Name]

[Your Address]

[Your City, State, ZIP Code]

[Your Email Address]

[Your Phone Number]

Date: [Date of writing]

[Recipient's Name or Title]

[Company/Organization Name]

[Address of Recipient]

[City, State, ZIP Code of Recipient]

Subject: Re: Defective Product and Poor Customer Service

Dear [Recipient's Name or Title],

I am writing this letter to formally lodge a complaint regarding a recent experience I had with your company. I am a loyal customer of [Company Name] and have always been satisfied with your products and services in the past. However, my recent experience has left me extremely disappointed.

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]