

Subject: Formal Complaint Regarding Defective Product and Poor Service

Dear Customer Service Manager,

I hope this message finds you well.

I am writing to formally lodge a complaint regarding a recent experience I had with your product/service. On [insert date], I purchased [insert product/service name] (Order ID: [insert order ID]) from your [website/store], and unfortunately, the item delivered was defective/not as described.

Despite my efforts to reach out to your customer service team via [email/phone], I have not received a satisfactory resolution. The delay in response and lack of support has been disappointing, and it reflects poorly on your brand's commitment to customer satisfaction.

I request a prompt investigation into this matter and expect a resolution at the earliest-either a replacement, refund, or any other suitable corrective measure. Please find attached relevant documents such as the receipt and product photos.

I hope to hear from you within the next 48 hours. Failing to receive a response, I will be compelled to escalate this issue further through appropriate consumer forums.

Sincerely,

Sameer Beedi

Email: sameer@example.com

Phone: +91-XXXXXXXXXX