

[Your Name]

[Address]

[City, Country]

[Phone Number]

[Email Address]

[Date]

[Company Name]

[Address]

[City, Country]

Dear [Company],

I am writing to express my dissatisfaction with the [Product/Service] I received from your company on [Date].

On [Date], I purchased a [Product/Service] from your [Store/Online]. However, upon using the [Product/Service], I was disappointed to find that it was defective. Specifically, [state problem].

I was very disappointed with this experience, as I have always had good experiences with your products in the past. I am writing to request a replacement [Product/Service] or a full refund for the defective one.

I understand that mistakes can happen, but I expect a higher level of quality and customer service from a company like yours. I hope that this issue can be resolved to my satisfaction as soon as possible.

Thank you for your attention to this matter. I look forward to hearing from you.

Sincerely,

[Your Name]