Dear Sir or Madame,

I recently purchased your product through a local retailer and I was very upset to find that it did not work as expect. (insert nature of complaint here) I have been a very loyal customer of your company for a number of years and this is certainly not the quality that I have come to expect from you.

Under normal circumstances, I would simply return this item to the store, but I was told that this is not an option, since the item had already been used. Well, of course the item had already been used, as there would be no other way for me to learn that it was defective!

As I stated previously, I have come to expect much more from your products and, therefore, this has been very upsetting for me. If you wish to return to the top of this industry, you will definitely have to improve the quality of your products, as this simply will not cut it in the future.

I do not believe that I am asking for much in return for my time and effort, as all I want is my money back or to have this product replaced with one that works properly. I will gladly return the defective item to you, should you send a postage-prepaid box to my house.

I do not feel that I am being unreasonable with my request.

Sincerely,

Customer Complaint Letter #2

To Whom It May Concern,

I am a long time customer of your company and I was very upset when I recently purchased one of your products only to have it be defective. (insert nature of complaint here) While this is a first for me when dealing with your company, I am definitely not happy about it and would like you to handle this complaint swiftly.

Whenever I have purchased items from you in the past, I have received high quality merchandise that I am proud to use. This time, however, I am appalled at the quality and I wonder how you could allow such a product to hit shelves at all.

I would hope that this is simply a one-time thing, as I do not want to believe that this company has gone downhill so quickly. All that I am asking in this case is to receive my money back, as I do not believe that this product was delivered to me as promised.

I am really not trying to be difficult, but it seems as though too many companies are now offering substandard products and expecting to get away with this. I, however, will not stand for spending my hard-earned money on an item, only to have it not only be defective, but not even be the same item that I thought I was purchasing.

I really do not want to be rude, but the quality of this product is nowhere near what I would expect from a company like yours and I believe that this should be dealt with as soon as possible.

Yours Faithfully,