

Letter of Complaint for Faulty Product

(Purchaser's Letterhead)

(Date)

(Name of Seller)

(Street Address)

(City, State, Zip Code)

Re: Order No. _____; Defective Equipment

To Whom It May Concern:

I am writing this letter regarding the *(description of equipment)* that I purchased a month ago. Its order number is *(number)* and the model number of the product is *(number)*. The equipment had a faulty flow control, resulting in damages of \$_____ by *(describe what equipment did or did not do)*. After a few hours of use, the center part of the equipment was worn out. (Please see the attached photo).

Not only do I not have the tool now but I have spent time on this item and need to spend more time to find an alternative. I would like a full refund for my order according to the your warranty and the implied warranty of merchantability. Please contact me at *(Phone Number)* at your earliest convenience to resolve this issue.

Sincerely,

(Signature of Purchaser)

(Printed Name of Purchaser)

(Title of Purchaser)