

❖ **Write a letter of complaint to the manager of a store about defective goods**

**[Your Name]**

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

**[Date]**

**The Manager**

[Store Name]

[Store Address]

[City, State, ZIP Code]

Dear Manager,

**Subject: Complaint Regarding Defective Product**

I am writing to express my dissatisfaction with a product I recently purchased from your store. On [date of purchase], I bought a [product name and model], and unfortunately, it has proven to be defective.

Shortly after purchase, I noticed that [describe the problem – e.g., the item did not function as advertised, showed signs of damage, or stopped working entirely]. I followed all instructions and took great care when using the product, so the issue is clearly not due to misuse on my part.

I returned to your store on [date of return visit], hoping for a prompt exchange or refund, but [mention any difficulty or poor service received, if applicable]. This experience has left me disappointed, as I had expected a higher standard of quality and customer service from your store.

I kindly request a full refund or a replacement product at no additional cost. Enclosed are copies of my receipt and any relevant documentation.

I would appreciate a prompt response to this matter. Please contact me at [phone number or email] if any additional information is needed.

Thank you for your attention to this issue.

Sincerely,

**[Your Full Name]**