

Subject: Feedback on Recent Purchase Experience

Dear [Company Name/Customer Service Team],

I hope this message finds you well. I am writing to share my recent experience with a product I purchased from your [store/website], hoping for a resolution.

On [purchase date], I bought a [product name/model] from [store/website name]. Unfortunately, the product did not meet my expectations because [briefly explain issue, e.g., "it stopped working properly after a week," "it arrived damaged," etc.].

I understand that occasional issues can arise, and I am confident that your team will handle this matter efficiently. I would appreciate any assistance you can offer, whether it is a replacement, a repair, or a refund.

Attached are the relevant details, including my purchase receipt and photographs of the issue, to assist in resolving the matter seamlessly. Thank you for your attention to this matter. I look forward to your prompt response and a resolution to my concern.

Warm regards,

[Your Name]

[Your Contact Information]