

Subject: Feedback on Recent Purchase Experience

Dear [Company Name] Customer Service,

I hope this message finds you well. I am writing to express my disappointment with a recent purchase I made from your [product name]. I had high expectations based on the positive reviews and reputation of your company, but unfortunately, the product did not meet these expectations.

Upon using it for the first time, I noticed [specific issue with the product]. This was quite disheartening as I was eagerly anticipating a better experience. I believe this might be an isolated incident, as I have heard great things about your products.

I trust in the quality and service your company usually provides, and I am hopeful that we can find a satisfactory resolution. I look forward to your prompt response, hoping this experience will restore my confidence in your brand.

Thank you for your attention to this matter.

Sincerely,

[Your Name]