

Subject: Urgent: Resolution Needed for Defective Product Received

Dear [Company Name/Customer Service Team],

I hope this message finds you well. I am writing to express my concern and dissatisfaction regarding a recent purchase from your company. On [purchase date], I bought a [product name], and unfortunately, it has not met the quality standards I have come to expect from your brand.

Upon receiving the product, I noticed [briefly describe the issue with the product, e.g., it was not functioning as advertised, there were defects, etc.]. This has not only disrupted my [mention impact, e.g., daily routine, project timelines, etc.] but has also led to a considerable amount of inconvenience.

I have always appreciated your commitment to quality and customer satisfaction, which is why I was surprised by this experience. I am confident that this is an isolated incident and am hopeful for a prompt resolution.

To rectify this situation, I kindly request [your desired outcome, e.g., a replacement, a refund, etc.]. I believe this will not only restore my faith in your brand but also reinforce the high standards you strive to maintain.

Thank you for your immediate attention to this matter. I look forward to your swift response and a resolution that reflects the excellent customer service you are known for.

Warm regards,

[Your Full Name]

[Your Contact Information]

[Order Number, if applicable]