

Subject: Feedback on Recent Purchase Experience

Dear [Customer Service Team/Specific Contact Name],

I hope this message finds you well. I am writing to express my concern regarding a recent purchase I made from your store, [Product Name], with the order number [Order Number], received on [Date].

Firstly, I would like to commend your team on the swift delivery; however, I encountered a few issues with the product that I believe need addressing. Unfortunately, [briefly describe the issue, e.g., "the item was not functioning as expected" or "there were missing components"].

I trust your commitment to quality and customer satisfaction and am hopeful that there might be a resolution available. Could you please advise on the next steps for either a replacement or a refund?

Thank you for your attention to this matter. I look forward to your prompt response and a satisfactory resolution.

Warm regards,

[Your Full Name]

[Your Contact Information]