**Product Complaint Email Format**

**Subject: Unhappy with [Product Name] - Urgent Attention Required**

Dear [Customer Service/Company Name],

I hope this email finds you well. I am writing to express my deep disappointment with the [Product Name] that I recently purchased from your company. I have always been a loyal customer of [Your Company Name] and have had positive experiences in the past, which is why I am particularly disheartened by my recent encounter.

On [date of purchase], I bought a [Product Name] from your store/online platform. To my dismay, I have encountered the following issues with the product:

[Describe the problems you have faced with the product in a clear and concise manner. Include relevant details such as purchase date, product serial number, and any other information that might help the company identify your purchase.]

I have always held your company's products in high regard, which is why I believe this must be a rare occurrence. However, given the inconvenience this has caused me, I am reaching out to request an immediate resolution to this matter.

I kindly request the following actions to be taken:

1. **Replacement/Refund:** I would appreciate it if you could arrange for a replacement of the faulty product at the earliest. Alternatively, a full refund would be an acceptable resolution.
2. **Explanation/Clarification:** I would like an explanation regarding the quality control processes in place and how such a defect could have occurred.
3. **Preventive Measures:** I suggest that your team conducts a thorough investigation into the issue to prevent similar problems in the future.

I have attached the purchase receipt and pictures of the defective product for your reference.

I understand that every business can face challenges, and I believe in your commitment to customer satisfaction. I trust that you will address this matter promptly and professionally. I kindly request a response within [mention a specific timeframe, e.g., 7 days] to outline the steps that will be taken to resolve this issue.

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

Sincerely,

[Your Full Name]

[Your Address]

[Your Email Address]

[Your Phone Number]