**Product Complaint Email Template**

**Subject: [Brief Description of the Issue]**

Dear [Customer Support/Company Name],

I hope this email finds you well. My name is [Your Name], and I recently purchased a [Product Name] from your store on [Date of Purchase]. I am writing to inform you about a problem I have encountered with the product. Here are the details:

Order ID: [Your Order ID]

Product: [Product Name]

Description of the Issue: [Describe the problem or defect with the product in detail, including any relevant information about when the issue was discovered and how it has affected your experience.]

[Optional: Attach pictures or documents supporting your complaint, if applicable.]

I am disappointed with the quality/performance of the product, and it does not meet my expectations as a customer of your company. I request your urgent attention to this matter. I kindly ask for one of the following resolutions:

1. **Replacement:** Please arrange for a replacement of the defective product at the earliest convenience.
2. **Refund:** If a replacement is not possible, I request a full refund of the purchase amount.
3. **Explanation:** I would appreciate an explanation regarding the issue and what measures your company is taking to prevent similar problems in the future.

I understand that issues can arise, and I trust your company's commitment to customer satisfaction. I kindly request a response within [Specify a reasonable timeframe, e.g., 7 days] to confirm the actions being taken to address this problem.

Thank you for your attention to this matter. I appreciate your prompt assistance in resolving this issue and maintaining the trust I have in your brand.

Sincerely,

[Your Full Name]

[Your Address]

[Your Email Address]

[Your Phone Number]