

Professional Complaint Email

Subject Line:

Issue with Recent Purchase – Request for Assistance

Salutation:

Dear Customer Support Team,

Introduction:

I hope this message finds you well. I am reaching out to report a concern with a recent purchase from your company. Unfortunately, the experience has not met the high standards I have come to expect based on previous interactions.

Body:

I recently purchased an item online from your website on January 10, 2025. Upon receipt of the product, I noticed several issues:

- The item was damaged, with visible defects on the surface.
- There was a significant delay in delivery, arriving three days later than the promised date.
- The product does not function as described on your site, specifically [briefly describe the function issue].

Attached to this email, you will find photos of the damaged item and a copy of the purchase receipt for your reference.

Resolution Request:

Given these issues, I kindly request a full refund or a replacement of the product at your earliest convenience. I would appreciate a confirmation of this request and details on the next steps for resolution.

Closing:

Thank you for addressing this matter swiftly. I am looking forward to your prompt response and am hopeful for a satisfactory resolution. Please contact me if you require further details or clarification regarding this issue.

Signature:

Best regards,

John Doe

john.doe@example.com

(555) 123-4567