To,

[Name of Recipient]

[Designation of Recipient]

[Recipient’s Company Name]

Date:

**Subject: Complaint Letter for Receiving a Defective Product**

Dear Mr./Mrs. [name of the Recipient],

I ordered an iPhone 13 Pro Max from your online store, [name of the Online Store], and made a payment of [mention Amount] through my credit card. I would like to file a complaint that the phone you delivered is defective. It does not have the complete features of the original product and its screen has some small scratches too.

So it is my humble request to you that kindly replace the product as soon as possible. However, if you are not able to replace it, make sure to refund me the amount that I paid to you. Looking forward to a quick response from you.

Yours Sincerely,

[Sender Name]

[Sender Signature]

[Sender Address]

[Sender Contact Details]