

June 10, 2024

Customer Service Department
Acme Electronics Inc.
456 Corporate Avenue
Springfield, XY 12345

Subject: Product Defect Complaint - Model XZ1234

Dear Sir or Madam,

I am writing to formally bring to your attention a defect in a product I recently purchased from your store. On May 15, 2024, I bought an Acme Smart Speaker, Model XZ1234, from your authorized distributor (Invoice No. 789654).

After only two weeks of use, the device began experiencing unexpected shutdowns and is now completely non-functional. I have carefully followed all provided instructions and troubleshooting steps outlined in your user manual.

I request that you address this issue by replacing the defective unit or providing a full refund. Please find attached a copy of my purchase receipt for your reference.

I look forward to your prompt response and a resolution to my issue.

Sincerely,

Jane Doe
123 Main Street
Springfield, XY 12345
Phone: (555) 123-4567
Email: janedoe@email.com