Date

To whom it may concern,

I have been a devoted customer of your company for the past (number) of years. I am writing to complain about the unsatisfactory service that I received last week.

I ordered a (name of product, serial and model number) from (name of store/website) on (date). The product delivered to me is not working properly. Despite being brand new, it has (mention the problem).

I regret to mention that the quality of the product is nowhere near to what I had expected from your company. I am very disappointed.

I expect that this is dealt with as early as possible.

Sincerely,
(Signature and name)