To

[The Recipient]  
[Designation]

**Re. Notice of Defect in the Purchased Product (Product # [X])**

To whom it may concern,

I am writing to share my grievance with your store in the [AREA] branch. On [DATE], I bought a mobile phone from your shop. I purchased a brand-new mobile phone which was sealed back and had no opening from any side. Due to hurry, I did not check it at the shop and came home.

Now, when I opened it, I realized that the phone’s screen has scratches. Although it is a premium model and brand-new phone it looks like an older and refurbished model. Moreover, my SIM is not working on this phone. The camera is too slow and does not take a good-quality picture. The camera has 42 MP that gives a 1080p resolution in video recording whereas it does not give a quality shot.

Following are the particulars of a mobile phone:

Company/Brand: ABC  
Model: ABC  
Model Number: ABC  
IMEI Number: [#]  
Color: ABC  
Variant: XGB

I realize that the mobile phone is defective. Please exchange it for the new phone or refund my payment. If not done so, I will take legal action against your store. Your store has a high name in the market and is considered reliable. Honesty should be the primary path to business. I suggest you maintain your fame and name in the market to not disappoint more customers.

[Your Name]  
[Designation]