Date:

To

[The Company Name]  
[Address]

Dear Mr. Johnathan,

I am writing this letter to show my disappointment in the machines that you delivered on 5th June 20XX.

We placed an order with your company ABC Limited on 8th May 20XX, for 10 sewing machines. We wanted you to customize them as per our requirements, which is why we provided enough time for you to prepare and check them. However, to our dismay, the performance level of the machines is way below what we expected from your company. The machines have not been completely customized as we had requested, and the speed is also very slow. They are not efficient to be used for commercial purposes.

We had heard good reviews about ABC Limited, which is why we placed our first order with you. However, your products are extremely unsatisfactory. We are unsure if we can even have a future relationship with your company.

We want you to take the machines back and change them as per our needs without any extra charges. If you are not ready to do that, we have all the related contractual papers, and we will be forced to take some legal action.

We are hoping for your total cooperation. Your good customer service may generate future contracts from us. You can contact us back at [X].

Thank you for understanding.

Regards,

Steven Watson.