TO

**[Receiver Name]**

**[Receiver Title]**

**ADDRESS: [Receiver Address]**

**EMAIL:** **[Email Address]**

**PHONE: [Home Phone]**

FROM

**[Sender Name]**

**[Sender Title]**

**Sub:** Filing complaint for a defect in purchase no. MS-845/07/20XX

Dear Sir

I hereby write to complain regarding the defect in the music system w.r.t bill no. MS-845/07/20XX purchased on 11 January 20XX from your store.

The music system worked properly for one month, but it has not been functioning properly for the past three days. The sound breaks whilst the songs are being played and the system hangs multiple times. Coupled with this, the songs stop playing abruptly and require the system to be restarted. Since the music system is still in the warranty period of six months, I wish to get it replaced at the earliest.

I request you to investigate this matter without any delay and provide a new working music system of the same brand. I have enclosed a copy of the bill of purchase for your reference. Looking forward to your early response.

Yours truly

Gauri