**COMPLAINT LETTER**

450, Sector-20
Chandigarh

March 1, 20XX

M/s. H.M.T. Corporation
Customer Complaint Division
Chandigarh

Sir/Madam

Subject- Complaint regarding the functioning of the watch and its replacement
On February 27, 20XX, I bought a Titan Watch (Model No. 2356) worth Rs. 5500 from your store.

Unfortunately, your product has not performed well. The watch doesn’t work half the time despite several attempts at changing its battery. I am highly disappointed because such an act of neglect is not expected from such a renowned store.
To resolve the problem, I would appreciate you changing the watch with a new fully functioning model. I have the receipt intact. Enclosed are the copies of the receipt along with the guaranteed card.

I look forward to your reply and a resolution to my problem and will wait until a week before seeking help from a consumer protection agency. Please contact me at the above address or by phone at 098100XXXXX.

Yours Sincerely,

Dipti/Deepak Gupta