

[Tu nombre]  
[Tu dirección]  
[Ciudad y Fecha]

[Nombre del remitente]  
[Puesto de trabajo]  
[Nombre de la compañía]  
[Dirección]

I send you this letter intending to complain about problems with your product [Name of the product], which I bought a few days ago in your main store in [Name of your city].

The problem is, that the product has not worked in any way you promised It would. In fact, It has failed several times making me and my team lose a lot of time setting it up again or even looking for other options to continue working.

It is really disappointing to spend all that money buying your product only to make our work harder. So me and my team expect you to take accountability for the errors your product has. And want a money compensation for the product. Since your local store here did not let us return it.

Sincerely.

[Tu nombre]