

Dear [Recipient's Name],

I hope this message finds you well. I am writing to inquire about the replacement process for a damaged product that I recently received from your company. The details of the product are as follows:

- Product Name: [Product Name]
- Order Number: [Order Number]
- Purchase Date: [Purchase Date]
- Description of Damage: [Description]

Could you please provide me with information on how to proceed with the replacement? I would appreciate your guidance on any specific steps I need to follow, as well as the estimated time frame for the replacement process.

Thank you for your assistance. I look forward to your prompt response.

Sincerely,
[Your Name]
[Your Contact Information]