

Urgent Refund Request for Damaged Merchandise

Dear [Customer Service Team/Specific Name],

I hope this message finds you well. I am writing to formally request an urgent refund for a damaged item I received from my recent order, #[Order Number], placed on [Order Date].

The item in question is [Description of the Item], which arrived on [Delivery Date] in a condition that was not as described. Specifically, [describe the damage or defect]. I have attached photographs for your reference.

According to your return policy, I believe I am entitled to a full refund for the damaged merchandise. I would appreciate it if you could process this refund at your earliest convenience.

Please let me know if any further information is required from my side to expedite this process.

Thank you for your attention to this urgent matter.

Sincerely,

[Your Full Name]

[Your Address]

[Your Email Address]

[Your Phone Number]