

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Customer Service Team/Specific Contact Name],

I hope this message finds you well. I am writing to formally request a return for an item that I purchased from your store on [Purchase Date]. Unfortunately, the item arrived damaged, and I would like to initiate the return process.

The details of the purchase are as follows:

- Order Number: [Order Number]
- Item Description: [Item Name/Description]
- Date of Purchase: [Purchase Date]

I have attached photographs of the damaged item for your reference. According to your return policy, I understand that I am eligible to return damaged items for a refund or replacement.

Please let me know the next steps I need to take in order to complete this return. I appreciate your assistance and look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,
[Your Name]