

Cargo Damage Claim

From: [Your Company Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]

To: [Customer Name]
[Customer Address]
[City, State, Zip Code]

Date: [Date]

Dear [Customer Name],

We are writing to formally address your recent complaint regarding the cargo damage associated with your shipment (Tracking Number: [Tracking Number]). We sincerely apologize for any inconvenience this may have caused.

After reviewing the details of your shipment, we acknowledge the damage reported on [Date of Delivery]. To expedite your claim, we kindly request that you provide us with the following documentation:

- A detailed description of the damage
- Photographic evidence of the damaged cargo
- A copy of the Bill of Lading
- Any relevant invoices or receipts

Please submit the requested information by [Submission Deadline] so we can process your claim promptly. Once we receive all necessary documentation, we will investigate the matter further and keep you updated on the progress.

Again, we apologize for the inconvenience, and appreciate your understanding and cooperation in this matter.

Thank you for your attention to this matter.

Sincerely,
[Your Name]
[Your Title]
[Your Company Name]