

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

Customer Service  
Company Name  
Company Address  
City, State, Zip Code

Dear Customer Service,

I am writing to formally request a refund for a damaged item that I received from your company. My order number is [Order Number], and the item in question is [Product Name/Description].

Upon receiving the item on [Delivery Date], I noticed that it was [describe the damage, e.g., "cracked," "not functioning," etc.]. I have attached photos of the damage for your reference.

Given the circumstances, I kindly request a full refund to the original payment method used for this purchase. I appreciate your attention to this matter and look forward to your prompt response.

Thank you for your assistance.

Sincerely,  
Your Name