

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Recipient Name

Recipient Company Name

Company Address

City, State, Zip Code

Dear [Recipient Name],

I am writing to express my dissatisfaction with the merchandise I received on [insert delivery date]. Unfortunately, the item was damaged upon arrival.

Details of the order are as follows:

- Order Number: [insert order number]
- Item Description: [insert item description]
- Date of Purchase: [insert purchase date]

The damage to the item is as follows: [briefly describe the damage]. I have attached photographs for your reference.

I request your assistance in resolving this matter. I would appreciate a prompt replacement or a full refund of the purchase price. Please let me know how to proceed with returning the damaged merchandise.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]