

Formal Report for Item Damage Upon Arrival

Date: [Insert Date]

To: [Recipient's Name]

Company: [Company Name]

Address: [Company Address]

Dear [Recipient's Name],

I am writing to formally report an issue concerning the shipment we received on [Date of Arrival]. Upon inspection, we noticed that the following item was damaged:

- **Item Name:** [Item Description]
- **Order Number:** [Order Number]
- **Damage Description:** [Details of Damage]

The damage appears to be severe and may affect the usability of the product. I have attached photographs for your reference.

We kindly request your guidance on how to proceed regarding this matter. Please let us know if we should return the damaged item, request a replacement, or if there are any further steps to take.

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

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]