

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally inquire about a recent shipment I received, Order #[Order Number], which was delivered on [Delivery Date]. Upon opening the package, I noticed that the item [Description of Item] was broken.

I would appreciate any guidance you can provide on how to address this issue. Should I return the broken item, or is there a possibility of receiving a replacement?

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

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]