

# Request for Replacement of Damaged Item

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Team/Specific Contact Name],

I am writing to formally request the replacement of a damaged item that I purchased from your store on [Purchase Date]. The item in question is [Item Name/Description], and its order number is [Order Number].

Unfortunately, the item arrived on [Delivery Date] with [describe the damage: e.g., "visible cracks" or "malfunctioning features"]. I have attached photographs of the damage for your reference.

As per your return policy, I kindly request a replacement for this damaged item. I believe that this will reflect your commitment to customer satisfaction. Please inform me of the next steps to process this request.

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

Sincerely,

[Your Name]