

Request for Replacement of Damaged Item

Dear Customer Service Team,

I hope this message finds you well. I am writing to request a replacement for an item I recently purchased from your website, order number **123456789**.

Upon receiving the item, I noticed that it was damaged. Specifically, *describe the damage briefly*. I have attached photographs for your reference.

In accordance with your replacement policy, I would like to request a replacement for this item. Please let me know the necessary steps I need to take to proceed with the replacement.

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

Sincerely,

Your Name

Your Email

Your Phone Number