

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Date]

[Recipient's Name]

[Recipient's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my regret regarding the condition of the items I received from your company on [Date of Receipt]. Upon opening the package, I found that [briefly describe the condition issues, e.g., items were damaged, missing, or defective].

This situation is disappointing as I had high expectations based on our prior interactions and the quality of your products. I appreciate your attention to customer satisfaction and hope we can resolve this matter promptly.

Please let me know how we can proceed to rectify this issue. I look forward to your response.

Thank you for your understanding.

Sincerely,

[Your Name]