

Your Name  
Your Address  
City, State, Zip Code  
Email Address  
Phone Number  
Date

Recipient Name  
Company Name  
Company Address  
City, State, Zip Code

Dear [Recipient Name],

I am writing to formally submit a claim regarding defective goods that I received from your company on [date of purchase]. The order number is [insert order number].

Upon receiving the items, I noticed the following defects: [describe the defects observed]. This is not what I expected from your company and is not acceptable based on your warranty policy.

I request a full refund or a replacement for the defective products, as per your return policy. Enclosed are copies of my receipt and any other relevant documentation.

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

Sincerely,  
[Your Name]