

Formal Complaint Regarding Merchandise Damage

[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 address an issue regarding merchandise I purchased from your store on [purchase date]. Upon receiving the order, I noticed that the items were damaged, specifically [describe the damage and affected items].

According to your return policy, I believe I am entitled to a replacement/refund. I have attached photographs of the damaged goods as evidence of my complaint.

Please advise on the next steps I should take to resolve this issue. I appreciate your prompt attention to this matter and look forward to your response.

Thank you for your cooperation.

Sincerely,
[Your Name]