

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

Customer Service
Company Name
Company Address
City, State, ZIP Code

Dear Customer Service,

I am writing to formally request a refund for a damaged product I received from your company. The order number is [Insert Order Number], and the item was delivered on [Insert Delivery Date]. Upon opening the package, I discovered that the [Insert Product Name/Description] was damaged.

I have attached photographs of the damaged product for your reference. As per your return policy, I would like to initiate a refund for this item.

Please let me know the next steps I should take to process this refund. Thank you for your attention to this matter.

Sincerely,
Your Name