

# Complaint About Shipment

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Your Email]

[Your Phone Number]

Customer Service Team

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear Customer Service Team,

I am writing to formally complain about the condition in which my recent shipment was received. The order number is [Insert Order Number], and it was delivered on [Insert Delivery Date].

Upon opening the package, I discovered that the items contained within were damaged, specifically scratched and dented. This is extremely disappointing, as I expected to receive my order in pristine condition.

I kindly request that you address this issue at your earliest convenience. I would appreciate a replacement for the damaged items or a full refund.

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

Sincerely,

[Your Name]