

Complaint Regarding Damaged Merchandise

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Recipient's Name]

[Company's Name]

[Company's Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally lodge a complaint regarding my recent order (Order No: [Order Number]) placed on [Order Date], which was delivered on [Delivery Date]. Unfortunately, upon receiving the shipment, I discovered that the merchandise was damaged.

The specific items that were damaged include:

- [Item 1 Description]
- [Item 2 Description]
- [Item 3 Description]

I have attached photographs of the damaged items, as well as the shipping box with the tracking label clearly visible, for your reference.

As a valued customer, I hope to resolve this issue promptly. I would appreciate your guidance on how to proceed with obtaining replacements or a refund for the damaged items. Please let me know if you require any further information from my side.

Thank you for your attention to this matter.

Sincerely,

[Your Name]