

Broken Instruments Claim

Date: [Insert Date]

Customer Support Team

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Support Team,

I am writing to formally submit a claim regarding a broken instrument that I purchased from your store on [Purchase Date]. The details of the instrument are as follows:

Instrument: [Instrument Name]

Model Number: [Model Number]

Order Number: [Order Number]

Unfortunately, the instrument has sustained damage and is no longer functioning properly. The issues I have encountered are as follows:

- [Detail the first issue]
- [Detail the second issue]
- [Detail any additional issues]

I have attached photographs of the damage along with a copy of the purchase receipt for your reference.

I would appreciate your prompt assistance in resolving this matter. I am hopeful that we can arrange for a repair, replacement, or refund. Please let me know the necessary steps to proceed with my claim.

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

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]