

Complaint Regarding Damaged Merchandise Exchange

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 address an issue I encountered with a damaged item that I received from your company, order number [Order Number]. The item, [Description of Item], arrived on [Date of Arrival] and was unfortunately found to be [Description of Damage].

As a valued customer, I expected to receive a high-quality product and am disappointed with this experience. I kindly request an exchange for the damaged merchandise. Attached are photos of the damage and a copy of my receipt for your reference.

Thank you for your attention to this matter. I look forward to your prompt response and resolution. Please feel free to contact me at [Your Phone Number] or [Your Email Address] should you need any further information.

Sincerely,
[Your Name]