

Inquiry Letter for Item Damage Resolution

[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 hope this message finds you well. I am writing to formally inquire about an issue I encountered with a product I purchased from your store on [purchase date]. The item, [describe item - include model number or other identifying details], arrived on [delivery date], and I noticed it was damaged upon arrival.

The damage includes [briefly describe the damage], which has rendered the item unusable. I have attached photographs for your reference.

I would appreciate your guidance on how to proceed with resolving this matter. Please let me know if you require any additional information or documentation from my end.

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

Sincerely,

[Your Name]