

# Request for Exchange of Damaged Item

Date: [Insert Date]

To,

Customer Service Department  
[Company Name]  
[Company Address]  
[City, State, Zip Code]

Dear Customer Service,

I hope this message finds you well. I am writing to formally request an exchange for a damaged item that I recently received from my order [Insert Order Number]. The item, [Insert Description of Item], arrived on [Insert Delivery Date] in a damaged condition.

Despite my expectations, upon opening the package, I discovered that [describe the damage and issues with the item]. As a loyal customer of [Company Name], I would appreciate your assistance in resolving this matter promptly.

I kindly request that you provide an exchange for the damaged item. I have attached photographs of the item for your reference, as well as a copy of the receipt for your records.

Please let me know how to proceed with the exchange process. I look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Your Email Address]  
[Your Phone Number]