

Request for Refund or Replacement of Damaged Goods

Date: [Insert Date]

Customer Name: [Your Name]

Address: [Your Address]

Email: [Your Email]

Phone: [Your Phone Number]

To: [Company Name]

Customer Service Department

[Company Address]

Dear Customer Service Team,

I am writing to formally request a refund or replacement for an item I purchased on [Purchase Date] from your store, which has arrived damaged. The details of the order are as follows:

- Order Number: [Insert Order Number]
- Item Name: [Insert Item Name]
- Purchase Price: [Insert Price]

Upon receiving the item, I noticed that it was [describe the damage briefly]. I have attached photographs of the damaged product for your reference.

As per your return policy, I would like to request a full refund or a replacement for the damaged item. Please let me know how to proceed with this request.

Thank you for your assistance in resolving this matter promptly. I look forward to your swift response.

Sincerely,

[Your Name]