

Subject: Follow-Up on Product Condition Issue

Dear [Recipient's Name],

I hope this message finds you well. I am writing to follow up regarding my recent purchase of [Product Name] on [Purchase Date]. Unfortunately, I was disappointed with the condition in which the product arrived. Upon unboxing, I noticed the following issues:

- [Issue 1]
- [Issue 2]
- [Issue 3]

I have previously reached out to your customer service team and would like to know the next steps towards resolving this matter. Your prompt attention to this issue would be greatly appreciated, as I was looking forward to using the product without any concerns.

Thank you for your assistance. I look forward to your swift response.

Sincerely,

[Your Name]

[Your Contact Information]