

Letter of Regret

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my regret regarding the issue I encountered with the [describe the product] that I purchased on [purchase date]. Unfortunately, upon receiving the product, I discovered that it was [describe the issue, e.g., damaged, not functioning properly].

Despite my excitement about the product, I am disappointed to find that it does not meet my expectations due to this issue. I have attached a copy of my receipt and photographs of the broken item for your reference.

I kindly request your assistance in resolving this matter, whether it be through a replacement, repair, or refund. I value your customer service and look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,

[Your Name]