

Claim for Damaged Goods

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date: [Insert Date]

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

Dear Customer Service,

I am writing to formally submit a claim for damaged goods concerning my recent purchase from your store. The details of the transaction are as follows:

Order Number: [Insert Order Number]
Product Name: [Insert Product Name]
Purchase Date: [Insert Purchase Date]

Upon receiving the package on [Insert Delivery Date], I noticed that the item was damaged. The specific issues are as follows:

- Describe the damage (e.g., screen cracked, device not functioning).
- Include any relevant details about the condition of the package.

As per your return policy, I would like to request a replacement or a full refund for the damaged item. I have attached a copy of my invoice and photographs of the damage for your reference.

Please let me know how to proceed with the return process at your earliest convenience. You can reach me at [Insert Phone Number] or [Insert Email Address].

Thank you for your attention to this matter.

Sincerely,
[Your Name]