

Letter of Sincerity for Damaged Product Complaint

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Customer Service
Company Name
Company Address
City, State, Zip Code

Dear Customer Service,

I hope this message finds you well. I am writing to formally express my concerns regarding a product I ordered from your company, which unfortunately arrived damaged.

Details of the order are as follows:

- Order Number: 123456
- Product Name: Example Product
- Purchase Date: [Insert Purchase Date]

Upon receiving the product, I noticed that it was [describe the damage briefly, e.g., "cracked on one side" or "missing parts"]. I have attached photographs to illustrate the condition of the item upon arrival.

I have always appreciated your products and customer service, and I am hopeful that we can resolve this matter amicably. I would greatly appreciate your guidance on how to exchange or return the damaged item.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]