

# Inquiry Regarding Broken Product

Date: [Insert Date]

To: [Company Name]

Address: [Company Address]

Dear Customer Service Team,

I hope this message finds you well. I am writing to inquire about a product I recently purchased from your store, which unfortunately arrived damaged.

Product Name: [Insert Product Name]

Order Number: [Insert Order Number]

Upon receiving the product, I noticed the following issues: [Describe the issues with the product].

I would appreciate guidance on how to proceed with this matter. Specifically, I would like to know about the return process or any possible replacements.

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

Sincerely,

[Your Name]

[Your Contact Information]