

# Inquiry Regarding Damaged Appliance

Date: [Insert Date]

To: [Company Name]

Address: [Company Address]

Dear [Customer Service Team/Specific Contact Name],

I am writing to inquire about a damaged appliance I purchased from your store on [Purchase Date]. The appliance in question is a [Product Name/Model Number], which I received on [Delivery Date].

Unfortunately, upon unboxing and attempting to use the appliance, I noticed that it was [describe the damage, e.g., "not functioning properly" or "physically damaged"]. This has caused significant inconvenience, and I would like to resolve this matter as soon as possible.

Could you please provide me with information regarding your return or exchange policy? Additionally, I would appreciate guidance on how to proceed with the return of this item.

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

Sincerely,

[Your Name]

[Your Address]

[Your Phone Number]

[Your Email Address]