

Formal Complaint About Damaged Product

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

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

Dear Customer Service Team,

I am writing to formally lodge a complaint regarding a damaged product I received from your company. On [insert date of purchase], I purchased [insert product name and model/serial number] via [insert purchase method, e.g., online, in-store]. Upon receiving the item on [insert date of receipt], I noticed that it was [describe the damage, e.g., broken, malfunctioning, etc.].

I believe this damage occurred either during shipping or prior to shipment. According to your return policy, I am entitled to either a replacement or a full refund for any damaged item. I have attached photographs of the product as evidence of the damages for your review.

Given this situation, I kindly request [state your desired resolution, e.g., a replacement, refund, etc.]. I would appreciate your prompt attention to this matter, and I look forward to your swift response in order to resolve this issue.

Thank you for your attention to this matter. Please feel free to contact me at [insert phone number] or [insert email address] for any further information.

Sincerely,
[Your Name]