

# Formal Complaint Letter

**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 complain about the damaged items I received from my order (Order Number: [Insert Order Number]) placed on [Insert Order Date]. The items were delivered on [Insert Delivery Date], and upon opening the package, I discovered that [describe the damaged items and the extent of the damage].

I have attached photos of the damaged items for your reference. Given the situation, I kindly request a full refund or a replacement for the damaged items. I expect your prompt attention to this matter and a response within [Insert Time Frame] regarding how you intend to resolve this issue.

Thank you for your attention to this matter. I look forward to your swift reply.

Sincerely,  
[Your Name]