

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

[Customer Service Department]  
[Online Store Name]  
[Store Address, if available]  
[City, State, ZIP Code]

Subject: Complaint Regarding Receipt of Broken Product – Order #[Order Number]

Dear Sir/Madam,

I am writing to formally notify you that I received a broken product in my recent order from your online store (Order Number: [Order Number], placed on [Order Date]). Upon opening the package on [Date of Delivery], I discovered that the product, [Product Name and Description], was damaged and not in usable condition.

The specific issues with the product are as follows:

- [Describe the damage, e.g, "The screen is cracked", "There are missing parts", "The item does not function as intended", etc.]

I have attached photographs to clearly show the damages for your reference.

I kindly request an immediate resolution to this matter, preferably in the form of a [replacement/refund/repair], as soon as possible. I trust you value customer satisfaction and will take prompt action to address this issue.

Please let me know the next steps for returning the broken product and receiving the [replacement/refund/repair]. I look forward to your swift response and an amicable resolution.

Thank you for your attention to this matter.

Sincerely,

[Your Name]