

Date: [Insert Date]

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

[Recipient's Name or "Customer Service Department"]

[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Urgent Request for Refund Due to Damaged Goods

Dear [Recipient's Name or "To Whom It May Concern"],

I am writing to formally lodge a complaint and to urgently request a full refund for goods I received in a damaged condition from your company, order number [Insert Order Number], placed on [Order Date].

Upon receiving my order on [Date of Delivery], I was extremely disappointed to find that the following item(s) arrived damaged:

- **Product Name:** [Insert Name/Description]
- **Quantity:** [Insert Quantity]
- **Description of Damage:** [Briefly Describe Damage-e.g., broken, cracked, unusable]

I have attached photographs and supporting documentation as evidence of the damages incurred. As a customer, I expect to receive products in good condition and as described at the time of purchase. Receiving damaged goods is both inconvenient and unacceptable, and it undermines my trust in your company.

I kindly request an immediate refund for the damaged goods. Please process the refund to my original payment method within [specify reasonable time frame, e.g., 7 business days], as this matter requires urgent attention.

Kindly confirm the receipt of this letter and inform me about the actions being taken to resolve this issue promptly. If a return or additional information is required, please let me know at your earliest convenience.

I look forward to your swift response and satisfactory resolution of this matter. If no action is taken within the stated time frame, I will have no choice but to escalate the complaint to consumer protection agencies.

Thank you for your prompt attention.

Sincerely,  
[Your Name]

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*This letter serves as a formal **complaint letter with urgent request for refund due to damaged goods**, addressing the issue of receiving defective or broken products. It outlines the customer's dissatisfaction, provides detailed information about the damaged items, and requests immediate action from the seller or company. The purpose is to ensure a prompt resolution by obtaining a full refund or replacement, highlighting the urgency and importance of customer satisfaction and accountability in business transactions.*