

[Your Company Letterhead]

[Date]

[Supplier Name]

[Supplier Address]

[City, State, ZIP Code]

Subject: Formal Complaint for Damaged Merchandise and Request for Replacement Process

Dear [Supplier Contact Name],

I am writing to formally bring to your attention a significant issue concerning our recent order (Order Number: **[Order Number]**) received on **[Date of Delivery]**. Upon inspection, we identified that several items in the shipment were damaged, which has unfortunately affected our regular business operations.

Please find attached photographs and a detailed list of the damaged merchandise. Due to the nature of our business, it is essential that we receive immediate replacements to avoid further disruption. We kindly request your prompt attention to this matter and the initiation of the replacement process.

To facilitate a smooth and efficient resolution, we request the following information:

- The process and timeline for arranging the return pickup of the damaged goods
- Expected delivery date for the replacement items
- Any documentation or forms we need to complete as part of this process

We value our ongoing partnership and trust that you will address this matter with urgency. Your timely response and resolution will help maintain the high level of customer satisfaction we have come to expect from your company.

Please contact me directly at **[Your Phone Number]** or **[Your Email Address]** should you need further details.

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

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Contact Information]