

Formal Complaint Letter – Damaged Product with Proof

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

[Recipient's Name or Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Damaged Product – Request for Resolution

Dear [Recipient's Name or Sir/Madam],

I am writing to formally bring to your attention a problem concerning a damaged product delivered to me. On [date of purchase], I purchased **[Product Name, Model/Serial Number]** from your store/website, with the order number **[Order Number]**. The product was delivered to my address on [delivery date].

Upon opening the package, I discovered that the item was **[describe the damage in detail, e.g., cracked, dented, not functioning]**. Enclosed with this letter, I have included clear photographs documenting the damage, as well as a copy of my purchase receipt for your reference.

Given the circumstances, I kindly request **[state your preference: a replacement, full refund, or repair]** at the earliest possible convenience. Please let me know if you require any additional information from my side to process my complaint.

I trust that you will address this matter promptly, as I have always valued [Company Name]'s commitment to customer satisfaction. I look forward to your swift resolution to this issue.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

Attachments:

- Photographs of damaged product
- Copy of purchase receipt
- [Any additional supporting documents]