

# Complaint Letter Template: Damaged Goods Received from Online Store

Below is a sample template to help you write a complaint letter for damaged goods received from an online purchase.

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**[Your Name]**

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

**Customer Service Department**

[Online Store Name]

[Store Address or Email Address]

Subject: **Complaint Regarding Damaged Goods** – Order #[**Order Number**]

Dear Customer Service Team,

I am writing to express my concern regarding my recent purchase from your online store. I placed an order (Order Number: [**Order Number**]) on [**Purchase Date**] for [**Product Name**]. The order was delivered to me on [**Delivery Date**].

Upon opening the package, I noticed that the product was damaged. Specifically:

- [Briefly describe the damage, e.g., "The screen of the item was cracked" or "The item was not functioning as expected."]

I have attached photographs of the damaged product for your reference.

I kindly request a [**refund/replacement**] for the damaged item as soon as possible. Please let me know if you require any additional information to process my request.

I look forward to your prompt response and a resolution to this issue.

Thank you for your attention.

Sincerely,

[Your Name]

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## Tips:

- Be clear and concise about the issue.
- Mention your order number and relevant product details.
- Attach supporting evidence (photos of damage, receipts).
- Specify your desired outcome (refund or replacement).
- Remain polite and professional throughout the letter.