

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

[Retailer/Manufacturer Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Refund – Damaged Clothing Item (Order # [Order Number])

Dear [Customer Service Manager/Recipient's Name],

I am writing to formally bring to your attention an issue regarding my recent purchase from your store/website. I placed an order for a **[description of item, e.g., "women's blue cotton sweater"]** on **[purchase date]**, under Order Number **[Order Number]**. Unfortunately, when I received the item on **[delivery date]**, I discovered that it was **damaged**.

The specific issues with the item are as follows:

- *[Briefly describe the damage, e.g., "There is a noticeable tear on the left sleeve and several loose threads near the neckline."]*

As a regular customer, I am very disappointed by the quality of this product and the inconvenience caused. I have attached photos of the damaged item for your reference.

In light of this, I respectfully request a **full refund** for this purchase. Alternatively, I would be willing to accept a replacement of equal value. Kindly advise on how I should return the damaged item to initiate the refund or replacement process.

I look forward to your prompt response and a swift resolution to this matter. Please let me know if you require any additional information from my end. Thank you for your attention to this issue.

Sincerely,
[Your Name]