

Sample Complaint Letter Requesting Refund Due to Damaged Product

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

Customer Service
[Seller/Company Name]
[Company Address]
City, State, ZIP Code

Subject: Request for Refund â€“ Damaged Product Received

Dear Sir/Madam,

I am writing to bring to your attention an issue regarding a recent purchase I made from your company. On [purchase date], I ordered a [product name, model, and any relevant details] (Order Number: [order number]) through your [website/store/other source].

Upon receiving the product on [delivery date], I noticed that it was damaged. Specifically, [describe the nature of the damage, e.g., "the screen was cracked," "the item was scratched and not functioning as advertised," etc.]. I have attached photographs as evidence of the damage.

Given the condition of the product upon arrival, I kindly request a full refund for this purchase. Please let me know if you require any additional information or if I need to return the damaged item to process the refund.

I hope to resolve this matter promptly. I would appreciate your response within [reasonable timeframe, e.g., 7 business days], as per your company's return and refund policy.

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

Sincerely,
[Your Name]