

Sample Refund Request Letter for Damaged Product from Online Purchase

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

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

Subject: Request for Refund Due to Damaged Product – Order #[Order Number]

Dear [Seller's Name/Customer Service],

I am writing to formally request a refund for a damaged product I received from my recent online purchase through your store. The order was placed on [Order Date], and the product, [Product Name], was delivered to me on [Delivery Date]. Please find the details below:

- **Order Number:** [Order Number]
- **Product Name:** [Product Name]
- **Date of Purchase:** [Order Date]
- **Date Received:** [Delivery Date]

Unfortunately, upon opening the package, I discovered that the item was damaged. Specifically, [clearly describe the nature of the damage, e.g., "the screen was cracked" or "the item was broken and unusable"]. I have attached photographs of the damage as evidence.

In light of this, I kindly request a full refund for the damaged product. If necessary, I am willing to return the product to you. Please let me know the procedure for returning the item, if required.

I would appreciate your prompt attention to this matter and look forward to receiving confirmation regarding my refund request at your earliest convenience. If you require any further information, please feel free to contact me at [Email Address] or [Phone Number].

Thank you for your understanding and cooperation.

Sincerely,
[Your Name]

Attachments: Photos of the damaged product