

[Your Company Letterhead]

[Date]

[Supplier's Name]

[Supplier's Position, if applicable]

[Supplier's Company Name]

[Supplier's Address Line 1]

[Supplier's Address Line 2]

Subject: Request for Replacement Due to Packaging Damage

Dear [Supplier's Name],

I am writing on behalf of [Your Company Name] to formally address an issue concerning a recent delivery received on [Date of Delivery], associated with Purchase Order Number [PO Number] and Invoice Number [Invoice Number].

Upon inspection of the shipment, our receiving team observed significant damage to the packaging of the following item(s):

- [Product Name or Description, Quantity, Model/Item Number]
- [Add more items if necessary]

The packaging appeared to be compromised, which has resulted in [briefly describe the nature of the damage, e.g., dented boxes, torn wrapping, or exposure of product to external elements]. As a result, the affected goods may not meet our quality standards and could be unsuitable for use.

Attached are photographs documenting the condition of the shipment upon arrival for your reference.

To resolve this issue promptly and minimize any disruption to our operations, we kindly request a replacement for the damaged items at your earliest convenience. We trust that you will handle this matter efficiently, in accordance with our service agreement and previous positive business experience.

Please confirm the anticipated timeline for the replacement shipment and any steps we should follow regarding the return or disposition of the damaged items.

We appreciate your immediate attention to this matter and look forward to a satisfactory resolution. Maintaining our mutually beneficial business relationship is of utmost importance to us.

Should you require further details, please feel free to contact me directly at [Your Contact Information].

Thank you for your prompt assistance.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Details]