

Adjustment Letter Template for Damaged Goods with Replacement

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

[Recipient Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Replacement of Damaged Goods â€“ Order #[Order Number]

Dear [Recipient Name],

I am writing to inform you that upon receipt of our recent order #[Order Number], delivered on [Delivery Date], we found that several items were damaged. Specifically, the [description of damaged items, include quantities and product names or item codes] were affected, exhibiting the following issues: [briefly describe the nature of the damage, e.g., cracked casing, missing parts, etc.].

The goods were received in accordance with your standard packaging and delivery procedures; however, the damage appears to have occurred [state when/where, if known or relevant]. Please find attached photographs and the relevant documentation for your reference.

In accordance with your company's replacement policy, we kindly request prompt replacement of the damaged items as soon as possible. We trust that you will arrange for the replacement shipment to be dispatched at your earliest convenience, with all costs covered by your company. Please advise us regarding the return of the damaged merchandise, if necessary.

We have always appreciated the quality of your products and service and look forward to a swift and satisfactory resolution of this matter. Please contact me at [your phone number or email address] if you require any further details.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]
[Your Position, if applicable]
[Your Company, if applicable]