

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

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

Subject: Formal Complaint – Damaged Product Received During Transportation

Dear [Recipient's Name or Customer Service],

I am writing to formally lodge a complaint regarding an item I received from your company, order number [Order Number], which was delivered on [Delivery Date]. Upon opening the package, I discovered that the product, namely [Product Name/Description], had arrived in a damaged condition due to improper handling during transportation.

The nature of the damage includes:

[Briefly describe the damage – e.g., broken parts, scratches, dents, non-functional, etc.]. I have attached photographs as evidence for your reference.

This issue has caused significant inconvenience, as I needed the product for [mention reason or usage, if applicable]. As a valued customer, I expect to receive items in proper condition, and this experience has unfortunately fallen short of those expectations.

I kindly request that you address this matter as soon as possible by providing [choose one: a replacement, a full refund, appropriate compensation, or specify your preferred resolution]. Additionally, I urge your company to review the packaging and shipping procedures to prevent such incidents from occurring in the future.

Please confirm receipt of this letter and advise on the steps that will be taken to resolve this issue. I look forward to a prompt response within [mention a time frame, e.g., 7 days].

Thank you for your attention to this matter.

Sincerely,
[Your Name]