

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

[Recipient Name]
[Recipient Title/Position]
[Company Name]
[Company Address]
[City, State ZIP Code]

Subject: Complaint Regarding Damaged Goods â€” Order #[Order Number]

Dear [Recipient Name],

I am writing to formally notify you of an issue regarding a recent order ([Order Number]) placed with your company on [Order Date] and delivered to me on [Delivery Date]. Upon opening the shipment, I discovered that the following item(s) were damaged:

- [Item Name or Description 1] â€” [Brief description of the damage]
- [Item Name or Description 2] â€” [Brief description of the damage, if applicable]

The damage appears to have occurred during transit, as the packaging was [describe the condition of the packaging, e.g., "visibly dented" or "torn"]. I have attached photographs for your reference.

In accordance with your company's policy and my rights as a consumer, I kindly request a [replacement/refund/repair] for the damaged goods. Please advise on the necessary steps I need to take and the expected time frame for resolution.

I look forward to your prompt response and a satisfactory resolution to this matter. Please feel free to contact me at [phone number/email] if you require any further information.

Sincerely,
[Your Name]