

Formal Complaint Letter Demanding Replacement of Damaged Goods

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Supplier's Name
Company Name
Company Address
City, State, Zip Code

Subject: **Request for Replacement of Damaged Goods** – Order #[Order Number]

Dear [Supplier's Name],

I am writing to formally bring to your attention an issue regarding my recent purchase from your company. On [date of receipt], I received my order #[Order Number], which consisted of [describe product(s)]. Upon inspection, I discovered that the goods were damaged/not as described. The specific issues with the items are as follows:

- [Briefly describe the nature of the damage – e.g., broken parts, scratches, malfunction, etc.]
- [Mention any missing components or discrepancies]

Enclosed/attached with this letter are photographs and other relevant documents, including the purchase receipt and delivery confirmation, to support my claim. As a valued customer, I expected the goods to arrive in perfect condition, as outlined in your product description and as per our agreement.

I kindly request an immediate replacement of the damaged goods. Please arrange for the replacement to be sent to my address above at your earliest convenience. If you require the damaged items to be returned, please provide details for the return process and confirm if you will cover return shipping costs.

I look forward to your prompt response and a swift resolution to this matter. Should I not receive satisfactory action within [reasonable timeframe, e.g., 14 days], I may be compelled to seek further assistance or take additional steps to resolve the issue.

Thank you for your cooperation.

Sincerely,
[Your Name]