

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

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

Subject: Request for Replacement â€“ Damaged Product Received

Dear [Vendor/Seller Name],

I am writing to formally notify you that the product I received from your company (Order No: **[Order Number]**, placed on **[Order Date]**) arrived in a damaged condition. Upon opening the package on **[Date of Delivery]**, I discovered the following issues:

- [Briefly describe the damage, e.g., â€œThe screen of the appliance was cracked upon arrival.â€]
- [Mention any missing or broken parts, if applicable.]

Given these circumstances, the product is currently unusable and not in the condition expected upon purchase. Attached to this letter are photographs documenting the damage for your reference.

I kindly request that you arrange for a prompt replacement of the damaged item at no additional cost. Please provide instructions on how to proceed with the return, if necessary, and an estimated timeline for when I can expect the replacement to arrive.

I value your prompt attention to this matter. Receiving a fully functional product is important to my satisfaction and trust in your service. I look forward to your swift resolution and a positive response.

Thank you for your assistance.

Sincerely,
[Your Name]