

Sample Complaint Letter for Damaged Goods with Refund Demand

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

[Seller's Name or Customer Service Department]
[Company Name]
[Company Address]
[City, State ZIP Code]

Subject: Complaint Regarding Damaged Goods – Request for Refund

Dear [Seller's Name/Customer Service],

I am writing to formally notify you that the product(s) I ordered from your company, **[Order Number: _____]**, and received on **[Date]** arrived in a damaged condition. The item(s) in question is/are: **[Product Name(s) and Description(s)]**.

Upon opening the package, I observed the following damages:

â€œ [Briefly describe the damage, e.g., "The screen was cracked and the frame was bent"]
â€œ [Any other issues noted]

These damages render the product(s) unusable and unsatisfactory. Attached are photographs and relevant documentation as evidence.

In line with my consumer rights and your company's returns/refunds policy, I kindly request a prompt full refund for the damaged goods. Please advise on the process for returning the product(s), if necessary, and the expected timeline for the refund.

I look forward to your swift response and the resolution of this matter within [reasonable timeframe, e.g., "14 days"] as stipulated by law/company policy. Should you require any further information, please contact me at your earliest convenience.

Thank you for your immediate attention to this issue.

Sincerely,
[Your Name]