

Complaint Letter: Damaged Shipment (With Customer Reference Number)

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

[Recipient's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Damaged Shipment – Customer Reference Number: [Your Customer Reference Number]

Dear [Recipient's Name],

I am writing to formally report an issue regarding my recent order with your company. My customer reference number is **[Your Customer Reference Number]**.

On [Date of Delivery], I received my order (Order Number: [Order Number]), and unfortunately, I found that the shipment was damaged upon arrival. The damages identified include:

- [Brief description of the damaged item(s), e.g., "The glassware was shattered"]
- [Any other specific damages observed, e.g., "The packaging was torn and items were scratched"]

Attached are photographs and any supporting documentation to help illustrate the extent of the damage. I request a prompt resolution to this matter, either through replacement of the damaged items or a full refund. Please inform me of the next steps and any additional information you may require to expedite my claim.

I trust that you will address this issue swiftly and restore my confidence in your service. I look forward to your prompt reply within [reasonable timeframe, e.g., "7 business days"].

Thank you for your attention to this matter.

Sincerely,
[Your Name]