

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

[Company Name]
[Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint for Damaged Item and Immediate Refund Request

Dear [Customer Service Manager/Recipient's Name],

I am writing to formally complain regarding the damaged item I received from your company, and to demand an immediate full refund as per your return policy and my rights as a consumer.

Order Details:

Order Number: [Order Number]

Order Date: [Order Date]

Item: [Product Name and Description]

Upon opening the package on [Date Received], I discovered that the item was delivered in an unsatisfactory and damaged condition. The nature and extent of the damage includes: [concise description of damage, e.g., "a cracked screen", "missing parts", "significant scratches"]. For your reference, I have attached clear photographs of the damaged product, showing the extent of the issue.

This situation is extremely disappointing and has caused considerable inconvenience. As a valued customer, I expect prompt action and resolution to maintain my trust in your company. In light of the above, I respectfully and firmly request the following:

- An immediate full refund to my original payment method.
- Instructions for returning or disposing of the damaged item, if necessary.

Please note that under consumer protection laws and your published company policies, I am entitled to a prompt and satisfactory remedy for receiving faulty goods. I expect written confirmation of my refund processing within [reasonable time frame, e.g., "7 days"] of this correspondence.

I look forward to your urgent response and a swift resolution to this matter. Please contact me at [your email address] or [your phone number] for any further information you require.

Sincerely,
[Your Name]

Attachments: Photographs of the damaged item