

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

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

Subject: Complaint Concerning Broken Item in Order - Reference Number: [Order Reference Number]

Dear Sir/Madam,

I am writing to formally bring to your attention an issue with an item I received through my recent order, reference number **[Order Reference Number]**, placed on [Order Date]. Upon unboxing the package delivered on [Delivery Date], I discovered that the item, [Product Name/Description], was broken and not in usable condition.

The damages observed include:

- [Briefly specify noticeable damages, e.g., cracked screen, broken parts, missing components].

I have attached photographs to provide further clarification of the issue.

Given my disappointment with the condition of the delivered product, I kindly request that you arrange for either (choose one):

- a prompt repair,
- a replacement item,
- or a full refund.

Please advise on the procedure for returning the damaged item if necessary.

For your reference, my order details are as follows:

Order Reference Number: **[Order Reference Number]**

Date of Purchase: [Order Date]

Product: [Product Name/Description]

I am confident that you will address this matter urgently and I look forward to your response within [X business days, e.g., 7 business days]. Thank you for your prompt attention to this issue.

Yours sincerely,
[Your Name]