

Formal Complaint Letter for Damaged Item Replacement Request

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

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

Subject: Request for Replacement of Damaged Item â€“ [Order Number/Reference]

Dear [Recipient's Name or "Sir/Madam"],

I am writing to formally bring to your attention an issue concerning my recent purchase from your company, made on [Order Date] with the order number/reference [Order Number]. Upon delivery on [Delivery Date], I discovered that the item, [Product Name/Description], was received in damaged condition.

Specifically, [describe the nature and extent of the damage, e.g., "the product was cracked," "the packaging was torn," "the item does not function as intended," etc.]. The item was clearly damaged before or during transit, as the outer packaging [mention if it was also damaged or intact].

Please find attached photographs of the damaged item for your reference. I have retained all original packaging as evidence of the item's condition upon delivery.

In light of this, I kindly request a prompt replacement of the damaged item as per your company's policies. Please advise me on the next steps regarding the return process and expected timeline for receiving the replacement.

I trust you value customer satisfaction and will address this matter quickly. I look forward to your prompt response to resolve this issue.

Sincerely,
[Your Name]