

Complaint Letter Template for Broken Item with Replacement Request

Use the template below to write a complaint letter regarding a broken item and request a replacement:

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

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

Subject: Request for Replacement of Broken Item – Order #[Order Number]

Dear [Recipient Name/Customer Service],

I am writing to bring to your attention an issue with a recent purchase I made through your store. On [purchase date], I purchased a [product name/model], order number [order number]. Unfortunately, upon receiving the item on [delivery date], I discovered that it was broken/defective. The issue is as follows: [briefly describe the damage or defect, e.g., “the screen was cracked upon arrival,” or “the item does not function as intended”].

I have attached photographs of the damaged item, along with a copy of my purchase receipt for your reference.

I kindly request that you arrange for a replacement at your earliest convenience. If a replacement is not possible, I would appreciate a refund instead. Please let me know the necessary steps to process this request.

Thank you for your prompt attention to this matter. Please contact me at [your phone number or email] should you require any additional information.

Sincerely,
[Your Name]

Tips:

- Be concise and factual about the issue.
- Include proof of purchase and evidence of the damage (e.g., photos).
- Mention your preferred resolution: replacement or refund.
- Provide contact details for follow-up.
- Keep the tone polite and professional.