

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

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

Subject: Complaint Regarding Damaged Goods â€“ Order #[Order Number]

Dear [Supplier/Customer Service Manager],

I am writing to formally bring to your attention an issue with my recent order (Order #[Order Number]) placed on [Order Date]. Upon delivery on [Delivery Date], I was disappointed to find that the goods received were damaged. I have attached a video file clearly demonstrating the extent of the damage and the condition in which the products arrived.

The damaged goods include:

- [Brief description of damaged item 1 and its defect]
- [Brief description of damaged item 2 and its defect]

[Add more items as needed]

The attached video provides undeniable evidence of the condition of the items upon arrival, as well as proper handling on my part during unboxing. I trust this will assist your team in thoroughly understanding the issue and expediting the resolution process.

In light of the above, I kindly request a prompt resolution, preferably in the form of a replacement for the damaged items or a full refund. Please inform me of the steps required to proceed and the expected timeline for resolution.

This matter is of considerable importance to me, and I trust that your company values customer satisfaction and will handle this complaint urgently. Prompt attention to this issue will go a long way in maintaining my trust in your services.

Thank you for your prompt attention to this matter. I look forward to your swift response and a satisfactory resolution. Please confirm that you have received this letter and the attached video proof.

Sincerely,  
[Your Full Name]