

Sample Adjustment Letter: Damaged Goods and Unsatisfactory Service

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

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

Dear [Supplier/Service Provider Name],

I am writing to formally inform you about an issue concerning my recent order (Order Number: **[Order Number]**), placed on **[Order Date]**. Upon receiving the goods/service on **[Delivery/Service Date]**, I noticed that several items were damaged and the overall service provided did not meet the standards as described in your offer.

Specifically, the following issues were noted:

- **[List of damaged items and nature of damage]**
- **[Details of unsatisfactory service]**

These problems have caused significant inconvenience and disappointment. As a valued customer, I had expected to receive high-quality products and professional service in line with your company's reputation.

In light of the above, I respectfully request the following corrective actions be taken:

- **Replacement** of the damaged goods at the earliest opportunity
- **Full/partial refund** for the defective items and/or poor service rendered
- **Compensation** for any inconvenience or additional expenses incurred (if applicable)

Attached are photographs of the damaged goods and copies of relevant transaction documents for your reference. I hope for a prompt resolution to this matter. Please let me know how you intend to rectify the situation within the next [X] business days.

I look forward to your swift response and hope to continue our business relationship under improved circumstances.

Sincerely,
[Your Name]