

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

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

**Subject:** Complaint Regarding Damaged Electronic Product - Request for Replacement/Refund

Dear [Recipient Name/Customer Service],

I am writing to formally bring to your attention an issue concerning a damaged electronic product I recently purchased from your [store/website]. The details of my purchase are as follows:

- **Product Name/Model:** [Product Name/Model]
- **Order/Invoice Number:** [Order or Invoice Number]
- **Date of Purchase:** [Purchase Date]
- **Purchase Location:** [Store/Website Name]

Upon receiving and unboxing the product on [date you received it], I noticed the following damages/defects:

- [Briefly describe the damage, e.g. "The screen was cracked upon arrival" or "The device does not power on."]

I have attached photographs as evidence of the damages and kept the original packaging for your reference.

As per your company's warranty and return policy, I kindly request a prompt replacement of the damaged product or a full refund. I would appreciate your assistance in resolving this matter at the earliest convenience.

Please let me know if you require any additional information or documentation to process my request. You may reach me at [your email] or [your phone number].

Thank you for your attention to this matter. I look forward to your prompt response and resolution.

Sincerely,  
[Your Name]

*Attachments: [List of attached documents, e.g., photos, invoice copy]*