

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

[Recipient's Name]
[Company Name]
[Company Street Address]
[City, State, ZIP Code]

Subject: Request for Refund Due to Damaged Goods – Order #[Order Number]

Dear [Recipient's Name or Customer Service Manager],

I am writing to formally request a refund for goods received in a damaged condition. I placed an order with your company on [Order Date], and the order (Order #[Order Number]) was delivered to me on [Delivery Date].

Upon inspection of the delivered items, I discovered that [clearly describe the damaged goods and the nature of the damage, e.g., "the ceramic vase was broken in several places" or "the electronic device was not functioning as intended due to physical damage"]. Please find attached photographs as evidence of the damage.

As the goods were delivered in a defective state and are unfit for their intended use, I kindly request a full refund of the purchase price, which amounted to [Amount], in accordance with your returns and refunds policy. Alternatively, if preferable, I am willing to accept a replacement of the damaged items at no additional cost.

I would appreciate it if you could process my refund (or arrange for a replacement) as soon as possible. Please inform me of any specific steps I need to follow to finalize this process.

Thank you for addressing this matter promptly. I look forward to your swift response and resolution.

Sincerely,

[Your Name]