

Sample Complaint Letter for Damaged Goods and Partial Refund Request

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

[Supplier/Company Name]
[Attn: Customer Service Department]
[Supplier Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Damaged Goods and Request for Partial Refund
Order Number: [Order Number]

Dear [Supplier/Customer Service Representative],

I am writing to bring to your attention an issue with the order referenced above, which I received on [Delivery Date]. Unfortunately, upon opening the package, I found that several items were damaged.

Specifically, the following products were affected:

- [Product Name/Description 1]: [Description of Damage]
- [Product Name/Description 2]: [Description of Damage]

I have attached clear photographs of the damaged items for your reference. While I appreciate your prompt delivery, the condition of these products has caused inconvenience and disappointment.

Given that only part of the order was affected, I would like to request a partial refund of [Proposed Refund Amount], which I believe is fair compensation for the defective items. I trust that this issue can be resolved amicably and hope to continue our business relationship on a positive note.

Please let me know if you require further information or if there are specific procedures I should follow to process my request. I look forward to your prompt response and an agreeable solution.

Thank you for your attention to this matter.

Sincerely,
[Your Name]