

Sample Complaint Letter with Refund Request

This sample complaint letter with refund request for broken item delivered provides a clear and concise template for customers to address issues regarding damaged products received. It includes essential elements such as a description of the broken item, the circumstances of delivery, and a polite yet firm request for a refund. The letter aims to facilitate effective communication between the buyer and seller, ensuring resolution and customer satisfaction through proper documentation and professional tone.

Template

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

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

Subject: Request for Refund – Broken Item Delivered

Dear [Customer Service Representative Name/To Whom It May Concern],

I am writing to bring to your attention an issue regarding my recent purchase from your store. On [purchase date], I ordered [item name/description], order number [order number], through your [website/store/app]. The item was delivered to me on [delivery date].

Upon opening the package, I discovered that the item was broken/damaged. Specifically, [describe the damage in detail; e.g., "the glass cover was shattered and the handle was detached"]. I have attached photographs for your reference.

I kindly request a full refund for the broken item as it was delivered to me in an unusable condition. Please advise on the process for returning the damaged product and the expected timeline for my refund.

I appreciate your prompt attention to this matter and look forward to your response. Please let me know if you require any additional information.

Sincerely,
[Your Name]

Attachments:

- Photographs of the damaged item
- Order confirmation receipt