

Subject: Urgent: Goods Damaged in Transit – Request for Immediate Replacement

Dear [Supplier's Name/Customer Service Team],

I am writing to formally bring to your attention an issue concerning the recent delivery of our order (Order Number: **[Insert Order Number]**), which arrived on **[Delivery Date]**. Upon inspecting the delivered goods, I observed significant damage that occurred in transit, rendering several items unusable. The affected products include:

- **[Product Name & Quantity]** – description of damage
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Photographic evidence of the damages is attached to this email for your review. The state in which the goods arrived is unacceptable and has caused considerable disruption to our operations.

I kindly request an immediate replacement for the damaged items, as we urgently require them to fulfill our own obligations. Please advise on the steps we need to follow for this process, including arrangements for the return or disposal of the damaged goods, if necessary.

The inconvenience caused by this incident has put a strain on our business and we trust that you will treat this matter with the utmost urgency to ensure our continued satisfaction and ongoing business relationship.

We look forward to your prompt response and confirmation of a replacement shipment schedule.

Thank you for your immediate attention to this matter.

Sincerely,

[Your Full Name]

[Your Position/Company Name, if relevant]

[Contact Information]