

Sample Complaint Letter Requesting Refund Due to Shipment Damage

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

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

Subject: Request for Refund Due to Damaged Shipment

Dear [Recipient's Name],

I am writing to formally bring to your attention an issue concerning my recent order with your company ([Order Number]: [Order Number], placed on [Order Date]). I received the shipment on [Delivery Date]; however, I was disappointed to discover that the contents were significantly damaged upon arrival.

The following issues were observed with the package:

- [Description of Damage #1, e.g., broken items, missing parts]
- [Description of Damage #2, e.g., packaging torn or crushed]

Enclosed/attached are photographs documenting the damage for your reference. This damage has rendered the products unusable and has caused considerable inconvenience.

Given the circumstances, I kindly request a full refund for the damaged goods as stipulated in your company's return and refund policy. Please advise on the process for returning the damaged items, should this be necessary.

I trust that you will handle this matter promptly. I look forward to your response and a resolution to my issue by [specific date, e.g., within 14 days]. Thank you for your immediate attention to this matter, and I hope to continue a positive relationship with your company.

Sincerely,
[Your Name]