

Complaint Letter for Damaged Goods Received from Online Purchase

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

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

Subject: Complaint Regarding Damaged Goods – Request for Replacement/Refund (Order #[Order Number])

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

I am writing to formally bring to your attention that I received a damaged item from my recent online purchase, Order #[Order Number], placed on [Order Date] through your website.

Upon opening the package on [Date of Delivery], I noticed the following damage:

- [Briefly describe the damage: e.g., "The ceramic vase was cracked in multiple places" or "The electronics device does not power on"]

I have attached photographs of the damaged item(s) for your reference.

I kindly request a prompt resolution to this matter, either by:

- Sending a replacement for the damaged product, or
- Processing a full refund to my original payment method

Please advise if you require the return of the damaged product and, if so, provide prepaid return instructions.

I trust you will address this issue promptly. I look forward to your reply within [reasonable time frame, e.g., 7 days] to facilitate a swift resolution.

Thank you for your attention to this matter.

Sincerely,
[Your Name]