

# Complaint Letter Template: Goods Damaged in Transit

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

[Retailer's Name or Customer Service Department]  
[Retailer's Address]  
[City, State, ZIP Code]

Subject: **Complaint Regarding Goods Damaged in Transit** â€“ Order #[Order Number]

Dear [Retailer's Name/Customer Service],

I am writing to formally lodge a complaint regarding my recent purchase from your store, order number [Order Number], placed on [Order Date] and delivered on [Delivery Date]. Upon receipt of the goods, I noticed that the item(s) â€“ [Product Name/Description] â€“ had been damaged during transit.

Description of damage:

[Clearly describe the nature and extent of the damage-for example, â€œThe ceramic vase arrived with several cracks and a large chip at the rim,â€ or â€œThe packaging was torn, and the item was visibly broken.â€]

I have attached photographic evidence illustrating the damage as received, including images of the external packaging and the damaged product(s) itself.

Given the circumstances, I kindly request that you **[choose one or more: issue a full refund, replace the damaged item(s), or arrange for repair at no cost]**. Please advise on the steps I need to take to resolve this matter, including any requirements for returning the damaged goods.

I look forward to your prompt response and a resolution to this complaint. Please contact me at [your phone number or email address] should you require any further information or clarification.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]

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*Enclosures: Photographs of damaged item(s) and packaging, copy of purchase receipt/invoice*