

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

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

Subject: Formal Complaint Regarding Damaged Product and Request for Immediate Replacement

Dear [Recipient Name],

I am writing to formally bring to your attention a serious issue regarding my recent purchase from your company. On [Order Date], I ordered [Product Name and Model] through [Order Platform/Website/Store], bearing Order Number: [Order Number]. Unfortunately, upon receiving the delivery on [Delivery Date], I discovered that the product was damaged.

Specifically, the damage includes [briefly describe the nature of the damage; e.g., scratched surfaces, broken components, malfunctioning parts, etc.]. This condition was evident immediately upon opening the package and renders the product unusable. Attached are photographs providing clear evidence of the damage for your reference.

I am extremely disappointed with the quality of the item received, as it does not meet the standards or expectations set by your brand. I trust your company to deliver quality products, and this incident has caused inconvenience and dissatisfaction.

Given the circumstances, I urge you to expedite a full replacement of the damaged product at the earliest possible opportunity. I request that all associated shipping and handling costs for the replacement be covered by your company. Please also advise regarding the return procedure for the defective item, if necessary.

I look forward to your prompt response and a resolution to this issue. Please contact me at your earliest convenience to confirm the initiation of the replacement process. Should you require any additional information or documentation, do not hesitate to reach out.

Thank you for your immediate attention to this matter. I trust that you will handle this complaint with the urgency and professionalism it demands, helping to restore my confidence in your services.

Sincerely,  
[Your Name]