

Sample Complaint Letter: Damaged Furniture and Refund Request

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

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

Subject: Request for Refund Due to Damaged Furniture Received

Dear [Seller's Name or Customer Service Manager],

I am writing to formally bring to your attention an issue with the furniture I received from your store on [delivery date], order number [order number]. Upon unpacking the item(s), I was disappointed to find that the furniture was damaged. The damage observed included [briefly describe the damage, e.g., deep scratches on the tabletop, broken legs, chipped edges, etc.].

I have attached photographs of the damaged areas for your reference. The packaging appeared to be intact upon delivery, so it is unclear whether the damage occurred before or during shipping. Regardless, the condition of the furniture is unacceptable and not as advertised.

Given these circumstances, I respectfully request a full refund to be processed to my original payment method. I hope you will also advise on the procedure for returning or arranging the collection of the damaged item. My expectation, as a customer, is to receive goods in pristine condition, and to have any issues resolved promptly and fairly.

I look forward to your prompt response and resolution of this matter. Please let me know if you require any further information from my side.

Thank you for your attention to this issue. I trust that my concern will be addressed swiftly to ensure continued customer satisfaction.

Sincerely,
[Your Name]