

Customer Complaint Letter Example for Damaged Electronics Order

Below is a professional template you can use to formally complain about receiving damaged electronic goods and request a suitable resolution.

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Recipient Name

Title (if known)

Company Name

Company Address

City, State, ZIP Code

Subject: Complaint Regarding Damaged Electronics Order (Order Number: [Your Order Number])

Dear [Recipient Name or "Customer Service"],

I am writing to express my disappointment with my recent order from your company. On [date of purchase], I placed an order for [product name/model], which was delivered to me on [delivery date]. Unfortunately, upon opening the package, I discovered that the electronic item was damaged ([briefly describe the damage, e.g., the screen was cracked, the device wouldn't power on, etc.]).

I took care to document the condition of the product upon arrival and have attached photographs for your reference. As a valued customer, I expected better quality control and handling from your company.

I kindly request a replacement item or a full refund for this order as soon as possible. Please let me know the process for returning the damaged product and receiving my replacement or refund. My order details are as follows:

- **Order Number:** [Your Order Number]
- **Product Name/Model:** [Product Name/Model]
- **Date of Purchase:** [Purchase Date]
- **Date of Delivery:** [Delivery Date]

I look forward to your prompt response and a swift resolution to this matter. Thank you for your attention and cooperation.

Sincerely,

[Your Name]

Tip: Attach clear photos of the damage and include copies of your receipt or order confirmation to support your claim.