

# Customer Complaint Letter Template for Damaged Goods and Replacement

This **customer complaint letter template for damaged goods and replacement** provides a clear and professional format to address issues related to receiving defective or damaged products. It guides customers on how to effectively communicate the problem, request a replacement or refund, and maintain a constructive tone to facilitate a swift resolution. Using this template helps ensure that complaints are documented properly, promoting customer satisfaction and company accountability.

## Complaint Letter Template

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

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

Subject: Complaint Regarding Damaged Goods – Request for Replacement

Dear [Customer Service Representative/Company Name],

I am writing to bring to your attention that the order I received on [date of delivery], with order number [order number/invoice number], contained damaged goods. The product(s) in question are:

- [List damaged item(s) and quantities]

Upon opening the package, I noticed the following issues:

- [Briefly describe the damage, e.g., broken, scratched, not working, etc.]

I would appreciate it if you could arrange for a replacement of the damaged item(s) as soon as possible. I am prepared to return the defective product(s) upon your instructions and would appreciate guidance on how to proceed with the return process.

I have attached photographs of the damaged goods for your reference.

I look forward to a swift resolution of this matter. Should you require any further information, please feel free to contact me at [your phone number or email address].

Thank you for your prompt attention to this matter.

Sincerely,  
[Your Name]