

Sample Adjustment Letter: Request for Damaged Product Replacement

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

[Supplier/Company Name]
[Attn: Customer Service Department]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Replacement of Damaged Product â€™ Order #[Order Number]

Dear [Customer Service Representative/Recipient Name],

I am writing to bring to your attention an issue with my recent order (Order #[Order Number]), which I received on [Date of Delivery]. Unfortunately, upon opening the package, I discovered that the **[Product Name and Model/Item Number]** was delivered in a damaged condition.

The specific damages include:

- [Briefly describe the nature and extent of the damage, e.g., a cracked screen, broken parts, missing pieces, etc.]

I have also attached photographs of the damaged product for your review.

I kindly request that you arrange for a prompt replacement of the damaged item. Alternatively, I would appreciate a full refund if a replacement is not available. Please let me know if you require any further information or if the damaged product needs to be returned for inspection.

I appreciate your immediate attention to this matter and look forward to your swift response to help resolve this issue. As a loyal customer, I hope this incident will be resolved quickly to maintain a positive business relationship.

Thank you for your assistance.

Sincerely,
[Your Name]