

Claim Adjustment Letter Sample for Product Received in Broken Condition

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

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

Dear [Supplier/Seller Name],

I am writing to formally inform you that the product I ordered from your company, Order Number [Order Number], was received on [Delivery Date] in a broken condition. Upon opening the package, I noticed the following damage: [Briefly describe the damage, e.g., "the glass panels were shattered and certain components were missing"]. Please find attached photographs as evidence of the state in which the product was received.

As the product was carefully inspected upon arrival and the damage was promptly reported, I kindly request a replacement product or a full refund. Please let me know what additional information or action you require from me to process this claim.

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

Sincerely,
[Your Name]