

Complaint Letter Sample for Damaged Packaging and Product

Your Name

Your Address

City, State, ZIP Code

Email Address

Phone Number

Date

Recipient's Name

Company Name

Company Address

City, State, ZIP Code

Subject: Complaint Regarding Damaged Packaging and Product

Dear [Recipient's Name],

I am writing to express my concern regarding an order I received from your company on **[Date of Delivery]**. The package, with order number **[Order Number]**, arrived with significant damage to the packaging, and upon inspection, I found the product itself had also been compromised.

Specifically, the following issues were observed:

- The outer packaging was torn and partially opened upon arrival.
- The product inside showed signs of damage, including *[briefly describe the nature of the damage, e.g., scratches, dents, non-functionality, etc.]*.

I have attached photographs of both the damaged packaging and product for your reference.

I kindly request a prompt resolution of this issue, either through a replacement of the damaged product or a full refund of the purchase price. Please let me know the next steps required to facilitate this process.

I appreciate your attention to this matter and look forward to a swift resolution.

Sincerely,

[Your Name]