

# 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]