

Sample Complaint Letter for Damaged Electronic Goods (Refund Request)

[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: Request for Refund – Damaged Electronic Goods

Dear [Recipient's Name],

I am writing to formally bring to your attention an issue concerning a recent purchase I made from your store/website. On [purchase date], I purchased a [product name, brand, and model] (Order Number: [order number]) for [purchase amount]. Unfortunately, upon receiving the product on [delivery date], I discovered that it was damaged and not in working condition as described in your product listing.

The specific problems I observed include:

- [Briefly describe the nature of the damage, e.g., "The screen is cracked", "The device does not power on", etc.]
- [List any additional problems, if applicable]

Given the above, I am disappointed with the quality and condition of the product received. I request a full refund of the purchase price as per your return and refund policy.

I have attached photographic evidence of the damages and a copy of my purchase receipt for your reference. Kindly let me know how to proceed with the return process and the expected timeline for the refund.

I expect a prompt response and resolution to this matter. Please feel free to contact me at [your phone number] or [email address] if further information is required.

Thank you for your immediate attention to this issue.

Sincerely,
[Your Name]