

Sample Complaint Letter to Supplier for Broken Items in Shipment

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

[Supplier's Name]
[Supplier's Position, if known]
[Supplier's Company Name]
[Supplier's Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Broken Items in Recent Shipment

Dear [Supplier's Name],

I am writing to formally bring to your attention an issue regarding our recent order (Order No. [Order Number]) received on [Date of Receipt]. Upon inspection of the shipment, we found that several items were broken and thus unusable. The damaged items are as follows:

- [Product Name/Code] â€“ [Quantity] items broken
- [Product Name/Code] â€“ [Quantity] items broken

We have attached photographs of the damaged products for your reference.

This situation is disappointing, as we rely on the quality and integrity of your goods for our operations. We request that you arrange for a prompt replacement of the damaged items or issue a credit note for the same. Please advise us on the process for returning the broken products, if necessary.

We value our business relationship and trust that this matter will be resolved swiftly to our mutual satisfaction. We appreciate your immediate attention to this issue and look forward to your prompt response.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]