

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

[Seller/Customer Service Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Damaged Electronic Goods – Reference No. [Reference Number]

Dear [Recipient's Name or "Customer Service Team"],

I am writing to formally lodge a complaint regarding the receipt of damaged electronic goods as per my recent order with Reference Number: **[Reference Number]**. I placed an order for [Product Name/Model] on [Order Date], which was delivered to me on [Delivery Date].

Upon unboxing the product, I observed the following damages:

- [Describe damage #1, e.g., "The screen was cracked upon arrival."]
- [Describe damage #2, e.g., "The device does not power on despite multiple attempts."]
- [Any other issues observed]

As this product was received in a damaged condition, I request an immediate and satisfactory resolution. I kindly ask for a **[replacement/repair/refund]** for the defective item under the terms of your warranty and return policy.

Attached/enclosed with this letter are photographs of the item showing the damages as received.

Please acknowledge the receipt of this complaint and inform me about the next steps in this process. You may contact me at [your phone number] or [your email address]. I look forward to a prompt response and resolution to this matter.

Thank you for your prompt attention to this issue.

Sincerely,
[Your Name]