

Formal Complaint Letter for Damaged Furniture

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Seller's/Manufacturer's Name]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Subject: Formal Complaint Regarding Damaged Furniture â€“ [Order Number/Invoice Number]

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

I am writing to formally express my dissatisfaction with the condition of the furniture I received from your company on [delivery date], as per my order [Order Number/Invoice Number]. Upon delivery/unpacking, I discovered that the [specific furniture item, e.g., "wooden dining table"] was damaged. The damages include:

- [Describe damage #1, e.g., "Chipped tabletop corner"]
- [Describe damage #2, if any, e.g., "Broken leg"]
- [Any additional damage]

The furniture was intended for [mention use or event, if relevant, e.g., "a family gathering"], and the damaged condition has caused considerable inconvenience.

I kindly request that you address this issue promptly by [choose one or more: "arranging a repair," "providing a replacement," or "issuing a full refund"]. I have included photographs and relevant evidence as attachments for your reference.

Please let me know the steps you require me to take to resolve this matter. I expect a response within [reasonable timeframe, e.g., "14 business days"] from the date of this letter.

I look forward to your prompt attention and an amicable resolution to my complaint. Thank you for your cooperation.

Yours sincerely,

[Your Name]

Enclosures: [List of documents/photos attached, if any]