

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

[Recipient's Name]  
[Recipient's Position]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Formal Complaint – Damaged Goods Received and Request for Replacement

Dear [Recipient's Name],

I am writing to formally bring to your attention an issue regarding a recent purchase I made from your company (Order Number: [Order Number], dated [Order Date]). Upon receiving the goods on [Date of Receipt], I discovered that they were damaged/defective. The specific issues observed were as follows:

- [Briefly describe the nature and extent of the damage or defect, including product names, quantities, and, if possible, attach photographs for reference.]

I kindly request a prompt replacement of the damaged goods, as per the terms of sale and your company's warranty policy. I would appreciate it if the replacement could be processed and shipped to my address within [reasonable timeframe, e.g., 14 days].

Enclosed/attached with this letter are copies of the purchase invoice, proof of payment, and photographs documenting the damage for your review.

I trust that you will handle this matter promptly and look forward to your confirmation regarding the replacement process. If you require any further information, please do not hesitate to contact me at the phone number or email address listed above.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]