

Date: [Insert Date]

To:

[Seller's/Merchant's Name]
[Company Name]
[Address]
[City, State, ZIP Code]

Subject: Complaint Regarding Damaged Goods and Request for Refund

Dear [Seller's/Merchant's Name],

I am writing to formally notify you of an issue with my recent order (Order Number: **[Insert Order Number]**) placed on **[Insert Order Date]** through your website/store. Upon receipt of the items on **[Insert Delivery Date]**, I observed that the following goods were damaged:

- **[Product Name & Description 1]:** [Brief description of damage]
- **[Product Name & Description 2]:** [Brief description of damage]

The packaging appeared intact, but the products inside were clearly defective/damaged, as evidenced by [describe, e.g., dents, cracks, malfunction, missing parts, etc.]. I have attached photographs to illustrate the extent of the damage.

In light of the above, I kindly request a full refund or a prompt replacement for the damaged goods. Please advise on your preferred course of action and the procedure for returning the damaged items, if necessary. My expectation is to have this issue resolved as soon as possible in line with your company's refund and return policies.

Please contact me at [Your Phone Number] or [Your Email Address] should you require any further information or clarification regarding my order.

I look forward to your prompt response and resolution to ensure customer satisfaction.

Sincerely,
[Your Full Name]
[Your Address]
[City, State, ZIP Code]