

Polite customer letter for damaged gift order

Subject: Damaged Gift Item Received – Request for Assistance

Dear [Store/Support Team],

I had ordered [product name] as a special gift for a loved one, but unfortunately, it arrived damaged when delivered on [Date]. The item has [describe damage] which has made it unsuitable as a gift.

This has caused a great deal of disappointment, as it was meant for a special occasion.

I kindly request a replacement at the earliest so that I can still present it on time. I have attached photos of the damaged item for your records.

I hope you can understand the urgency and assist me quickly. Thank you for your understanding and support.

Warm regards,

[Your Name]

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