

Claim Letter For Damaged Goods

Subject: Claim for Damaged Goods

Dear [Recipient's Name],

I am writing to bring to your attention an unfortunate incident regarding the delivery of goods from [Company Name]. On [Date of Delivery], I received a shipment of [Description of Goods], which I had ordered from your company. However, upon inspection, I discovered that several items were significantly damaged.

I would like to provide a detailed account of the damages incurred:

1. Item 1: [Description of damage]

- Order Number: [Order Number]
- Quantity: [Quantity]
- Unit Price: [Unit Price]
- Total Value: [Total Value]

2. Item 2: [Description of damage]

- Order Number: [Order Number]
- Quantity: [Quantity]
- Unit Price: [Unit Price]
- Total Value: [Total Value]

[Include additional items if applicable]

The damage appears to have occurred during the transit or handling of the goods, as the external packaging showed no signs of mishandling. I have attached photographs of the damaged items for your reference.

I trust that your company takes pride in providing high-quality products and efficient shipping services. Therefore, I kindly request that you initiate an investigation into this matter and take the necessary steps to rectify the situation. I would appreciate your prompt attention to this claim.

As a customer, I have always valued the products and services provided by your company. I hope

we can resolve this matter amicably and maintain our positive business relationship. I propose the following resolutions:

1. Replacement: I request a replacement for the damaged items at no additional cost. I would appreciate it if the replacement items could be shipped as soon as possible to minimize any disruption to my business operations.
2. Compensation: Alternatively, if a replacement is not feasible, I kindly request compensation equivalent to the value of the damaged items. This would allow me to source replacements from another supplier.

Please confirm your acceptance of one of the proposed resolutions within [reasonable timeframe, e.g., 10 business days] from the receipt of this letter. I believe this time frame allows for an adequate assessment of the situation and a suitable response.

I look forward to your prompt attention to this matter. Should you require any additional information or documents to process my claim, please do not hesitate to contact me via email at [Your Email Address] or by phone at [Your Phone Number].

Thank you for your cooperation, and I hope for a swift resolution to this issue.

Yours sincerely,

[Your Name]

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