

## Customer email to online retailer for damaged delivery

Subject: Request for Replacement/Refund " Damaged Goods Received

Hello [Customer Service Team],

I received my recent order (Order ID: [Order Number]) on [Date], but unfortunately, some items arrived damaged. Specifically, [describe the damage in simple terms]. This was disappointing as I needed the items urgently.

I kindly request either a replacement or a full refund for the damaged goods. Please advise how I should proceed with returning the damaged items, if necessary. I have attached photos for your quick review.

Thank you for your prompt attention to this matter. I appreciate your support in resolving this issue quickly.

Best regards,

[Your Name]

[Your Email / Phone]

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