

Casual style email for damaged items claim

Subject: Items Arrived Damaged – Need Assistance

Hi [Customer Support/Representative],

I just received my order [Order Number] today, but unfortunately, a few items didn't survive the trip. The [product name] is broken, and the [second product] has scratches all over. I was really looking forward to using them.

Could you please send me a replacement or guide me through the refund process? I've taken some photos and attached them here for your reference.

Thanks a lot for your help!

Best,

[Your Name]

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