

Preliminary claim email

Subject: Missing Goods - Request for Investigation

Dear [Support Team],

I am contacting you to report missing goods from my shipment [tracking ID]. The package I received was incomplete, and the following items were not delivered: [list of items].

At this stage, I request an investigation to trace the missing items before proceeding with a compensation claim. Please let me know what additional documents or information you require.

Thank you for your assistance.

Best regards,

[Your Name]

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