To,

[Name of Recipient]

[Designation of Recipient]

[Name of Recipient’s Company]

Date:

**Subject: Claim Letter to Online Dealer**

Dear [name of recipient],

As on [mention date of purchase], I bought a mobile phone [or any other product you bought and mention its details like, name, brand, specs, color, etc.] from your website, [mention website name]. As at that date, a discount of 25% was offered on that mobile phone and a refund was also guaranteed if there was any problem found in the mobile phone within [mention number of days].

The mobile phone arrived at my address on [mention delivery date] but when I opened its packing, it was altogether a different phone. I ordered for [mobile name or model that you ordered] but a [mention mobile name or model that you got] was delivered to me.

So, it will be kind of you if you will take this matter into consideration and take necessary actions to either replace the mobile phone or refund my money.

Waiting for your response.

Yours Truly,

[Sender Name]

[Sender Address]