To,

[Name of Recipient]

[Designation of Recipient]

[Recipient’s Company Name]

Date:

**Subject: Complaint Letter for Receiving a Damaged Good**

Dear Mr./Mrs. [name of the Recipient],

Two days ago I ordered a custom wooden clock from your website, [name of Business/website]. I paid [mention amount] through credit card and today I received my product. Unfortunately, the wooden clock was broken into several pieces as if it got crushed by something heavy.

So, I request you to kindly replace this broken clock with a new one as I would still like to have it. I am returning the broken pieces to your address and I hope that you will deliver a new one for me as quickly as possible.

Thanks a lot!

Yours Sincerely,

[Sender Name]

[Sender Signature]

[Sender Address]

[Sender Contact Details]