[Name of Recipient]

[Designation of Recipient]

[Organization Name]

Date:

**Subject: Disappointment for the Damaged Product**

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

This is to bring to your attention that I recently purchased a [mention Product Name] from your online store. First of all, the product got delivered to me after 7 days contrary to the commitment of delivery within 2 to 3 working days. I complained about this matter multiple times to your customer care department but all in vain.

However, to my surprise or disappointment actually, the product inside the package was damaged from the upper left corner. I immediately returned it to the given address and informed your customer care department of this. It’s already been 4 days now but I am still waiting for a response from your side.

I must say that I am extremely disappointed with your product as well as your service. Please make sure to respond to me quickly in this regard. Otherwise, I will have to exercise my legal rights.

Thanks a lot!

Yours Sincerely,

[Sender Name]

[Sender Signature]

[Sender Address]

[Sender Contact Details]