

Notification Letter of Damaged Product due to Bad Packaging

[Your Name]

[Address]

[Letter Date]

[Recipient's Name]

[Address]

[Subject: Subject of Letter] -Optional-

Dear [Recipient's name]

I have just received the parcel of my ordered product. I had ordered a 6 piece glass plate set from your online store. I was waiting for the parcel with excitement. To my utter disappointment, today when I opened the parcel happily, my happiness turned into sadness. All 6 plates were broken. I took the photographs of how the plates looked when I opened the parcel and am sending to you as a proof. I'm uncertain of the reason but my guess is that the product was damaged due to improper packaging. The plates were wrapped in a foil and there was no packing other than that. You should have packed it properly in a box to avoid such damage. Since I am not responsible for this loss as this happened due to your carelessness, I am sending this parcel back and request you to deliver a fresh piece to me within this week.

Sincerely,

[Your Name]

[Your Title] -Optional-