

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:  
Name  
Address Line 1  
Address Line 2  
City, State Zip Code

Date

Name  
Company  
Address Line  
City, State Zip Code

Re: Request for Replacement of Damaged Merchandise

Dear :

I received my glasses on {date}. Though they arrived in the allotted time, there was one problem. The glasses I received were broke. I am asking that you replace the damaged glasses.

If you have any questions, please do not hesitate to contact me. Thank you for your time.

Sincerely,

N A M E