

Your Name

Customer ID: XXXXXX

House No. 45, Sector 9
Gurugram 122001
+91 98xxx xxxxx
yourname@email.com

Ref: Order No. OD-XXXXXXX

Date: 14 April 2026

The Customer Care Manager

Online Store Name

Registered Office Address

Subject: Complaint about a damaged product and request for replacement

Dear Sir/Madam,

I ordered a mixer grinder (Order No. OD-XXXXXXX) on 3 May 2026 and it was delivered on 6 May 2026. When I opened the box, the main jar was cracked and the lid lock was broken.

I have attached photographs of the product and the packaging taken at the time of unboxing. I raised a request in the app on the same day, but it has not been resolved.

I request you to arrange a replacement or a full refund within seven working days. If I do not hear from you, I will be forced to take the matter to the consumer helpline.

Yours faithfully,

Your Name

Registered mobile: +91 98xxx xxxxx