

Incorrect Shipment Complaint Letter

This package contains:

1. Instructions & Checklist for Incorrect Shipment Complaint Letter
2. Incorrect Shipment Complaint Letter

Instructions & Checklist for Incorrect Shipment Complaint Letter

- This package contains (1) Instructions & Checklist for Incorrect Shipment Complaint Letter; and (2) Incorrect Shipment Complaint Letter;

- This form is designed to assist you in drafting a letter for when you receive an incorrect, incomplete or damaged shipment.

- Be sure to include any “enclosures” mentioned in the letter. If there are no “enclosures” you may delete “Enclosure” from the bottom of the letter.

- Be sure to sign the letter and to make a copy before sending it out.

- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.

- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.

- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at findlegalforms.com.

[Your Name]
[Street Address]
[City, State ZIP Code]
[phone number - optional]
[email address - optional]

November 9, 2010

[Name of Recipient]
[Title]
[Company Name]
[Street Address]
[City, State ZIP Code]

Ref: [Order Number]

Dear [Name of Recipient]:

I recently received an order I placed with [Company Name].

Unfortunately, the shipment I received was [incorrect/incomplete/damaged]. I have enclosed the [incorrect/damaged] item and would appreciate a prompt [refund/replacement]. I would appreciate that you quickly ship me [Missing Item] which was missing from my order. *[Select which of the preceding sentences applies to your situation and delete the other sentence.]*

Since this is an error by your company, I do not expect to be responsible for paying any additional shipping charges. In addition, I would appreciate a refund of my cost to ship back the [incorrect/damaged] item. *[Delete if not applicable.]*

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]