

Dear Sir,

I am writing this letter to complain about the damaged products that I ordered from your website.

Two weeks back, I ordered some makeup products including one eyeshadow palette from the brand Maybelline, two lipsticks in shades wine red and nude brown along with a moisturizer. Out of the whole package, one of the lipsticks and the eyeshadow palette was broken. The parcel was not packed properly in a way it should be. I was totally disappointed when I saw the conditions of the products.

My order number is 123456 for which I have already raised a return and refund request. Also I have attached some pictures of the products for reference. So, I request you to consider it and try to process my refund as soon as possible.

I look forward to hearing from you on a positive note.

Yours Faithfully.