[Your Name]  
[Your Address]  
[City, Postal Code]  
[Email Address]  
[Date]

Customer Service Department  
[Company Name]  
[Company Address]  
[City, Postal Code]

Dear Sir/Madam,

I am writing to complain about the service I received from your company. I have a few issues to explain.

Firstly, I ordered a product from your website on [date]. It was supposed to arrive in 7 days, but it came 10 days late. This delay caused me a lot of trouble.

Secondly, when I opened the package, I saw that the product was damaged. The item was not packed well, and it looked like it was handled carelessly.

Moreover, I tried to contact your customer service team several times, but I have not received any response. This lack of communication is very disappointing.

Finally, I expect either a full refund or a replacement for the damaged product as soon as possible. I would appreciate it if you could handle this matter quickly.

I look forward to your reply and hope for a quick solution.

Yours sincerely,

[Your Name]