

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]

[eBay Seller's Name]
[Seller's Address]
[City, State, Zip Code]

Dear [Seller's Name],

Subject: Request for Refund for Damaged Item - Order #[Order Number]

I hope this message finds you well. I am writing to formally request a refund for the item I purchased from you on [Purchase Date], with the order number #[Order Number]. Unfortunately, upon receiving the item on [Delivery Date], I discovered that it was damaged.

The item in question is [Item Description], and the damage includes [brief description of the damage]. I have attached photographs to illustrate the condition of the item upon arrival.

According to eBay's policy regarding damaged items, I am requesting a full refund for the purchase price, as I am unable to use the item in its current state. Please provide instructions on how to proceed with the return of the damaged item.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]