**TO WHOM IT MAY CONCERN**

**[Your name]**

**[Street Address]**

**[City, St. Zip]**

**[Optional – Email Address]**

**[Date]**

**[Name of recipient]**

**[Title]**

**[Company]**

**[Address]**

**[City, St. Zip]**

Dear **[Name of Recipient],**

**To Whom It May Concern:**

I recently purchased a pet harness from your company’s website, and the strangest thing happened. It arrived damaged, but the damage didn’t appear to be from a shipping problem. Rather, it seemed to be chewed up. I am hoping you can help me with this, either through a replacement or a refund. I’d also love to understand how this happened!

Best Regards,

**[Yours signature]**

A Disappointed Dog Owner