[personal]
42 Maple Street
Springfield, IL 62704
(217) 555-0142 | emily.johnson@mailbox.example

16 October 2026

Privacy Office
Harbor Lane Provisions
18 Quayside Road, Port Ellery, ME 04110

Subject: damaged delivery of order 48213 (case HLP-PRIV-2026-0419)

Dear Ms. Park,

On 14 October 2026 your courier left order 48213 at my door with the carton crushed on one side. Two of the 12 jars of Chestnut honey inside were broken, and the honey had soaked the rest of the order. The photo I took at the door is below.

Please refund the two jars ($15.60) to the card on file and credit the courier fee of $14.50 to my account 12 34 567890. My customer number is HLP-20417.

Redaction request

If you forward this letter to your courier, please remove my address, phone number and account first. The courier needs the order number and the delivery date only.



Order 48213 at my door, 14 October 2026, 9:41 AM.

Sincerely,

Emily Johnson
Customer HLP-20417

Commented [LP1]: Check the account number against the CRM before we refund.

Commented [JW2]: The courier asked for the photo too: crop the label before we send it.