

Your Name

Your Address

City, State, Zip Code

Email Address

Phone Number

Date

Customer Service

Company Name

Company Address

City, State, Zip Code

Dear Customer Service,

I am writing to request the return of a defective item that I purchased from your store. The item is [Product Name], and I ordered it on [Order Date]. The order number is [Order Number].

Unfortunately, upon receiving the product, I discovered that it is defective. [Briefly describe the defect or issue with the item]. I have attached a copy of my receipt and photos of the defect for your reference.

According to your return policy, I believe I am entitled to a full refund or a replacement for this defective item. I would appreciate it if you could provide me with the necessary steps to proceed with the return process.

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

Sincerely,

Your Name