

Refund Request Due to Product Defect

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 formally request a refund for an item I purchased from your store on [purchase date], which I have found to be defective. The product details are as follows:

- Product Name: [Product Name]
- Order Number: [Order Number]
- Purchase Price: [Purchase Price]

Upon receiving the product, I noticed that it [describe the defect briefly]. As per your return policy, I believe I am entitled to a full refund under these circumstances.

I have attached a copy of my receipt and photographs of the defect for your reference. I would appreciate your prompt attention to this matter and look forward to your response regarding the next steps to process my refund.

Thank you for your assistance.

Sincerely,
[Your Name]