Return and Replacement Request

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Your Email]

[Your Phone Number]

Customer Service

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear Customer Service,

I am writing to request a return and replacement for a faulty item I purchased from your store. The details of the item are as follows:

- Order Number: [Insert Order Number]
- Item Name: [Insert Item Name]
- Purchase Date: [Insert Purchase Date]

Upon receiving the item, I noticed that it [describe the fault, e.g., is damaged, is not functioning as expected]. I have attached a copy of my receipt and photographs of the item showing the issue for your reference.

According to your return policy, I would like to request a replacement for the defective item. Please let me know the next steps to proceed with this request.

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

Sincerely,

[Your Name]