

Refund Request for Defective Product

Your Name: [Your Name]

Your Address: [Your Address]

Your Email: [Your Email]

Your Phone Number: [Your Phone Number]

Date: [Date]

Customer Service Department

Company Name

Company Address

Dear Customer Service Team,

I am writing to formally request a refund for a defective product that I purchased from your store on [Purchase Date]. The product details are as follows:

- Product Name: [Product Name]
- Order Number: [Order Number]
- Date of Purchase: [Purchase Date]

Upon receiving the product, I noticed that it was defective due to [describe defect]. I have attached a copy of my receipt and photographs of the defect for your reference.

According to your return policy, I am entitled to a full refund for defective items. I kindly request that you process this refund at your earliest convenience. Please let me know if you need any further information.

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

Sincerely,
[Your Name]