

Defective Product Exchange Request

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Customer Service Department

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service,

I am writing to formally request an exchange for a defective product that I purchased from your store. The details of the product are as follows:

Product Name: [Insert Product Name]

Order Number: [Insert Order Number]

Purchase Date: [Insert Purchase Date]

Defect Description: [Briefly describe the defect]

As per your return policy, I would like to initiate the exchange process. I have attached a copy of my receipt for your reference and any additional information required. Please let me know the next steps I should take to complete this exchange.

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

Sincerely,

[Your Name]