

**Dear [Customer Service Team/Specific Name],**

I am writing to formally express my dissatisfaction with a defective product I received from your company, [Product Name or ID], which I purchased on [Purchase Date].

Upon receipt, I noticed that [describe the defect or issue with the product]. This has caused me considerable inconvenience, as I expected a product of high quality as advertised.

In accordance with your return policy, I would like to initiate the return process for this item and request a full refund. Please let me know the steps I need to take to return the defective product.

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

Sincerely,  
[Your Name]  
[Your Address]  
[Your Email]  
[Your Phone Number]