

Dear [Customer Service],

I hope this message finds you well. I am writing to request a refund for a defective product that I purchased from your website on [purchase date]. The product in question is [product name and description].

Upon receiving the item, I noticed the following issues: [describe defects or issues]. I have attached photographs for your reference.

According to your return policy, I believe I am eligible for a full refund. I would appreciate your guidance on how to proceed with the return process. My order number is [order number].

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]