

Assurance for Product Replacement or Refund

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to formally request a replacement or refund for the [Product Name], which I purchased on [Purchase Date]. Unfortunately, the product has not performed as expected due to [briefly explain issue, e.g., defect, malfunction].

According to your customer satisfaction policy, I am entitled to a replacement or a full refund. I have attached a copy of the original purchase receipt along with any relevant documentation to support my claim.

Please let me know how to proceed with the return process. I appreciate your attention to this matter and look forward to a prompt resolution.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Email Address]

[Your Phone Number]