

Request for Merchandise Exchange and Refund

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]
[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally request an exchange and refund for a merchandise item I purchased on [purchase date] with the order number [order number]. The item, [describe the item], did not meet my expectations due to [reason for exchange/refund].

Despite my hopes for this product, I have encountered issues such as [list specific issues]. According to your company's return policy, I believe I am eligible for an exchange or a full refund.

Attached are copies of my receipt and any relevant documentation. I would appreciate it if you could process my request at your earliest convenience. Please let me know if you require any further information.

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

Sincerely,

[Your Name]