

Subject: Inquiry About Merchandise Return

Dear [Customer Service Team/Specific Name],

I hope this message finds you well. I am writing to inquire about the procedure for returning a merchandise item that I purchased from your store on [Purchase Date]. The order number is [Order Number].

Unfortunately, the item does not meet my expectations due to [briefly describe the reason, e.g., "it being the wrong size" or "a defect in the product"]. I would like to understand the steps I need to take to initiate the return process.

Additionally, please let me know if there are any specific forms or documents required as part of the return process, as well as any deadlines I should be aware of.

Thank you for your assistance. I look forward to your prompt response.

Best regards,

[Your Name]

[Your Email]

[Your Phone Number]