

Exchange Inquiry for Faulty Product

Date: [Insert Date]

To: [Company Name]

Address: [Company Address]

Subject: Inquiry for Exchange of Faulty Product

Dear Customer Service Team,

I hope this message finds you well. I am writing to inquire about the exchange process for a faulty product that I purchased from your store on [Insert Purchase Date]. The product in question is [Insert Product Name/Model], and I have encountered the following issue: [Brief Description of the Issue].

My order number is [Insert Order Number], and I have attached a copy of the receipt for your reference.

I would appreciate your guidance on how to proceed with the exchange process at your earliest convenience. Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]