

Inquiry Regarding Return of Broken Item

Date: [Insert Date]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to inquire about the process for returning a broken item that I purchased from your store on [Insert Purchase Date]. The item, [Insert Item Name or Description], has unfortunately malfunctioned, and I would like to know how to proceed with returning it.

Could you please provide me with the necessary instructions and any specific forms that I may need to fill out? Additionally, I would appreciate information regarding whether I am eligible for a refund or a replacement.

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

Sincerely,

[Your Name]

[Your Contact Information]