

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Recipient's Name
Company Name
Company Address
City, State, Zip Code

Dear [Recipient's Name],

I am writing to formally request a replacement for a faulty item that I purchased from your company on [Purchase Date]. The item in question is [Item Description, including model and serial number], and it has been experiencing [brief description of the issue].

Despite following all usage guidelines and instructions, the item has not functioned as expected. I have attached a copy of my purchase receipt and photographs of the faulty item for your reference.

In accordance with your warranty policy, I would like to request a replacement for this item. I look forward to your prompt response to this matter.

Thank you for your attention to this request.

Sincerely,
[Your Name]