

Request for Exchange of Defective Item

Date: [Insert Date]

To: Customer Service

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I hope this message finds you well. I am writing to request an exchange for a defective item that I purchased from your online store on [Insert Purchase Date]. The order number is [Insert Order Number].

The item in question is [Insert Item Name or Description], and I have experienced the following issues: [Briefly describe the defects or problems with the item].

As per your return/exchange policy, I would like to initiate the exchange process for a replacement item. I have attached a copy of my purchase receipt for your reference.

Please let me know the necessary steps I should take to facilitate this exchange, and any further information you may require from my side.

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

Sincerely,

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]