

E-Commerce Purchase Issue Resolution Request

Date: [Insert Date]

To: [Customer Service Email/Contact Name]

From: [Your Name]

Email: [Your Email Address]

Order Number: [Insert Order Number]

Dear [Customer Service Team/Recipient's Name],

I hope this message finds you well. I am writing to formally request assistance regarding an issue with my recent purchase made on [Purchase Date] through your website.

Details of the Issue:

- Product Name: [Insert Product Name]
- Issue Description: [Briefly explain the issue, e.g., wrong item received, defective product, etc.]

As a loyal customer, I would appreciate your prompt attention to this matter. I kindly request a resolution, which may include a replacement, refund, or store credit, depending on your policy.

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

Sincerely,

[Your Name]

[Your Contact Information]