

Formal Claim for Refund and Equipment Replacement

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

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

Dear [Recipient's Name],

I am writing to formally request a refund and the replacement of the equipment [insert equipment name or description], which I purchased on [purchase date] under order number [order number].

Unfortunately, the equipment has not functioned as expected due to [brief description of the issue]. I have attached copies of relevant documents, including the purchase receipt and warranty information, for your reference.

Under [relevant policy or warranty terms], I am entitled to a full refund or a replacement of the defective item. I kindly request that you process my claim at your earliest convenience. I appreciate your prompt attention to this matter.

Thank you for your assistance.

Sincerely,
[Your Name]