

# Defective Product Exchange Request

**Your Name:** [Your Name]

**Your Address:** [Your Address]

**Your Email:** [Your Email]

**Your Phone Number:** [Your Phone Number]

**Date:** [Date]

## **Customer Service Department**

[Company Name]

[Company Address]

Dear Customer Service Team,

I am writing to formally request an exchange for a defective product that I purchased from your store on [Purchase Date]. The product in question is [Product Name], and the order number is [Order Number]. Unfortunately, the product has been found to be defective due to [describe the defect or issue].

As per your exchange policy, I would like to initiate the process for an exchange. I have attached a copy of my receipt for your reference.

Please let me know how to proceed with the exchange process. I appreciate your attention to this matter and look forward to your prompt response.

Thank you for your assistance.

Sincerely,  
[Your Name]