

# Inquiry About Merchandise Exchange Policy

Dear [Customer Service Team/Specific Name],

I hope this message finds you well. I am writing to inquire about your merchandise exchange policy. I recently purchased [Item Name/Description] on [Purchase Date] and would like to understand the procedures and requirements for exchanging this item.

Specifically, I would like to know the following:

- What is the time frame within which I can request an exchange?
- Are there any items that are not eligible for exchange?
- What steps do I need to follow to initiate the exchange process?

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

Best regards,

[Your Name]

[Your Contact Information]