

# Defective Merchandise Claim

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

[Company Name]  
[Company Address]  
[City, State, Zip Code]

Dear [Customer Service/Specific Name],

I am writing to formally request a replacement/refund for a defective item I purchased from your store on [purchase date]. The details of the item are as follows:

**Item Name:** [Item Name]  
**Order Number:** [Order Number]  
**Purchase Date:** [Purchase Date]  
**Defect Description:** [Brief description of the defect]

I have attached copies of the receipt and any relevant photographs of the defect for your review. I would appreciate your prompt attention to this matter and look forward to your response to resolve the issue.

Thank you for your cooperation.

Sincerely,

[Your Name]