

# Request for Replacement of Defective Item

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

I hope this message finds you well. I am writing to request a replacement for a defective item that I purchased from your store on [Purchase Date]. The item in question is [Item Name/Description], and its order number is [Order Number].

Unfortunately, the item has not been functioning as expected since [mention issue/defect], and I believe it qualifies for a replacement under your warranty policy. I have attached a copy of the receipt and photographs of the defective item for your reference.

I appreciate your attention to this matter and look forward to your prompt response regarding the next steps for obtaining a replacement.

Thank you for your assistance.

Sincerely,  
[Your Name]  
[Your Address]  
[Your Email]  
[Your Phone Number]