

Defective Merchandise Claim for Refund

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Customer Service

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service,

I am writing to formally request a refund for a defective product that I purchased on [Purchase Date] from [Store/Website]. The details of the product are as follows:

- Product Name: [Product Name]
- Product ID/Model Number: [Product ID]
- Order Number: [Order Number]
- Purchase Price: [Purchase Price]

Upon receiving the item, I discovered that it was defective due to [briefly describe the defect]. I have attached a copy of the receipt and photos of the defect for your reference.

According to your company's return policy, I understand that I am entitled to a full refund for defective merchandise. Therefore, I kindly request that you initiate the refund process and advise me of any steps I need to follow to return the item.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]