

# Duty-Free Purchase Exchange Request

Date: [Insert Date]

To: [Duty-Free Store Name]

Address: [Store Address]

Dear [Store Manager's Name],

I am writing to formally request an exchange for a duty-free purchase I made on [Purchase Date]. Unfortunately, the item, [Item Description], was received with damages, making it unusable.

Details of the purchase:

- **Item Name:** [Item Name]
- **Purchase Receipt Number:** [Receipt Number]
- **Purchase Amount:** [Amount]

I have attached photographs of the damage for your reference.

I would appreciate it if you could facilitate the exchange process at your earliest convenience. Thank you for your attention to this matter, and I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Contact Information]