

Your Name  
Your Address  
City, State, ZIP Code  
Email Address  
Phone Number  
Date

Customer Service Department  
Company Name  
Company Address  
City, State, ZIP Code

Dear Customer Service Team,

I am writing to formally request the return of a defective item I purchased from your store, Order Number: #123456, dated [purchase date]. The item in question is [describe the item, including details such as model number, etc.], which I have found to be defective upon first use.

Despite following the proper usage instructions, [describe the issue you encountered with the item]. As a result, I would like to return the item for a full refund or exchange as per your company's return policy.

Attached to this letter, you will find a copy of my purchase receipt and any other necessary documentation. I look forward to your prompt response to this matter.

Thank you for your attention to this issue.

Sincerely,  
Your Name