

Remediation for Defective Merchandise

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient Name]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient Name],

I am writing to formally address an issue regarding the merchandise I received from your company, [Order Number], placed on [Order Date]. Upon receipt, I discovered that [describe the defect or issue with the merchandise].

This defect has rendered the item [explain how it affects usage, e.g., unusable, unsatisfactory, etc.]. I kindly request a remediation for this issue, which may include a replacement, repair, or refund, as per your company's policy on defective merchandise.

Please find enclosed copies of the relevant documents including the receipt and photographs of the defect for your reference.

I appreciate your prompt attention to this matter, and I look forward to your response.

Thank you for your understanding.

Sincerely,

[Your Name]

[Enclosures: Receipt, Photos]