

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Customer Service Team/Specific Contact Name],
I am writing to formally request a return for a faulty product that I purchased from your company on [Purchase Date]. The details of the product are as follows:

- Product Name: [Product Name]
- Order Number: [Order Number]
- Purchase Price: [Purchase Price]

Unfortunately, I have encountered the following issues with the product: [Briefly describe the fault or issue]. Despite following all usage instructions, the product did not perform as expected.

According to your return policy, I believe I am eligible for a return and a full refund or exchange. I have attached a copy of the receipt and any additional documentation required for your reference.

Please let me know the next steps for returning the item. I appreciate your assistance in resolving this matter quickly.

Thank you for your attention to this issue.

Sincerely,

[Your Name]
[Your Signature (if sending a hard copy)]