

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

Dear [Customer Service Manager/Specific Name if known],

I am writing to formally request a refund for [Product Name], which I purchased on [Purchase Date], with order number [Order Number].

Unfortunately, upon receiving the product, I discovered that it has a defect that affects its usability.

[Briefly describe the defect and any attempts you've made to resolve the issue, if applicable.]

I have enclosed a copy of my receipt and photographs that illustrate the defect. According to your return policy, I am eligible for a full refund for this defective item.

Please let me know what steps I need to follow to complete this refund process. I appreciate your prompt attention to this matter.

Thank you for your assistance.

Sincerely,

[Your Name]

[Enclosures: Receipt, Photos]