

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

[Recipient's Name]  
[Company's Name]  
[Company's Address]  
[City, State, Zip Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to express my sincerest apologies regarding the malfunction of the DVD player I purchased from your store on [purchase date].

Unfortunately, the device has not been functioning as expected, and despite following the troubleshooting guidelines provided in the manual, it continues to [describe the specific issue]. This has caused a significant inconvenience, especially since I was looking forward to enjoying my movies and shows.

I value the quality of your products and trust that this may have been an isolated incident. I would appreciate your guidance on how to resolve this issue, whether through repair, replacement, or refund.

Thank you for your attention to this matter. I look forward to your prompt response and a resolution to my concern.

Sincerely,  
[Your Name]