

[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 formally request the return of a DVD player that I purchased from your store on [Purchase Date], with the order number [Order Number]. Unfortunately, I have encountered [briefly explain the issue, e.g., malfunction, does not work as expected, etc.].

According to your return policy, I am eligible for a return/exchange within [insert return period, e.g., 30 days] of purchase. I have attached a copy of my receipt and any relevant documentation regarding the product.

I would appreciate your guidance on the return process and any specific steps I need to follow. Thank you for your attention to this matter.

Sincerely,

[Your Name]