

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

Dear [Store Manager's Name],

Subject: Inquiry About DVD Player Exchange Policy

I hope this letter finds you well. I am writing to inquire about the exchange policy for DVD players purchased at your store. I recently bought a DVD player on [purchase date], but I am experiencing issues with it.

Could you please provide me with detailed information regarding your exchange policy, including any necessary documentation and time frames for a return? Additionally, I would appreciate any guidance on the steps I need to take to initiate the exchange process.

Thank you for your assistance. I look forward to your prompt response.

Best regards,

[Your Name]

[Your Signature (if sending a hard copy)]