

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

Customer Support

[Company Name]
[Company Address]
[City, State, Zip Code]

Dear Customer Support,

I am writing to request assistance with my DVD player, model [Model Number], which I purchased on [Purchase Date]. I have been experiencing [describe the issue briefly, e.g., "problems with playback" or "it does not power on"].

Despite trying [mention any troubleshooting steps you've taken, e.g., "resetting the device" or "replacing the cables"], the issue persists. I would appreciate any guidance you can provide on how to resolve this matter.

Please let me know if you need any further information from my side.

Thank you for your assistance.

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]