

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

Dear [Customer Service>Returns Department],  
I hope this message finds you well. I am writing to inquire about your DVD return policy regarding a recent purchase I made on [purchase date], with the order number [order number].

Unfortunately, I experienced an issue with the DVD, which is [describe the issue - e.g., defective, damaged, wrong item]. According to your return policy, I believe I am eligible for a return/exchange.

I would appreciate your guidance on how to proceed with the return process. Specifically, I would like to know [questions about return shipping, timeframe for returns, etc.].

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,  
[Your Name]