

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

Dear [Recipient Name],

I hope this message finds you well. I am writing to request a return for a damaged DVD that I recently purchased from your store.

The details of the purchase are as follows:

- Title of DVD: [DVD Title]
- Order Number: [Order Number]
- Purchase Date: [Purchase Date]

Upon receiving the DVD, I noticed that it was [describe the damage, e.g., scratched, cracked, etc.]. Unfortunately, this has rendered it unplayable.

I would appreciate your assistance in processing a return for this item and would like to know the steps I need to follow. If possible, I would prefer a replacement or a full refund.

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

Sincerely,

[Your Name]  
[Your Phone Number]