

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

Customer Service

[Store/Company Name]  
[Store/Company Address]  
[City, State, ZIP Code]

Dear Customer Service,

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

Order Number: [Insert Order Number]

DVD Title: [Insert DVD Title]

Purchase Date: [Insert Purchase Date]

Unfortunately, upon attempting to play the DVD, I discovered that it [describe the defect, e.g., is scratched, does not play, etc.]. I have tried to resolve the issue by [briefly explain any attempts made to troubleshoot], but it remains unplayable.

I would like to return the defective DVD for a replacement or refund.

Please advise me on the next steps for the return process.

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

Sincerely,

[Your Name]