

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

Customer Service

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

Dear Customer Service,

I hope this message finds you well. I am writing to request a replacement for a DVD I purchased through your online store on [Purchase Date].

Order Number: [Order Number]

Title of DVD: [DVD Title]

Unfortunately, the DVD has [describe the issue, e.g., arrived damaged, is defective, etc.]. I would appreciate your assistance in processing a replacement for this order.

Please let me know the necessary steps I need to take to return the damaged DVD and receive a new one.

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

Sincerely,

[Your Name]