

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

Customer Service

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

Dear Customer Service,

Subject: DVD Replacement Request

I hope this message finds you well. I am writing to request a replacement for a DVD that I received as part of my subscription service with [Subscription Service Company Name].

The details of the DVD are as follows:

- Title: [Title of the DVD]
- Invoice/Order Number: [Order Number]
- Date Received: [Date Received]

Unfortunately, the DVD is [describe the issue, e.g., scratched, not working, damaged, etc.], which prevents me from watching it. I have enjoyed using your service and would appreciate your assistance in resolving this issue.

Please let me know if you require any further information to process my request. Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Subscription Account Number] (if applicable)