

[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 scratched DVD that I purchased from your store.

Details of the purchase:

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

Unfortunately, upon receiving the DVD, I noticed that it was scratched and is unable to play correctly. I have attached a copy of my receipt for your reference.

I would appreciate it if you could provide information on the process for obtaining a replacement. Thank you for your attention to this matter.

Sincerely,
[Your Name]