

[Your Name]
[Your Address]
[City, State, Zip Code]
[Email Address]
[Phone Number]
[Date]
[Recipient Name]
[Company/Organization Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this letter finds you well. I am writing to formally request a replacement for a DVD that I recently purchased from your store/website. The details of the purchase are as follows:

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

Unfortunately, the DVD is [describe the issue, e.g., defective, damaged, not working]. I have tried [mention any troubleshooting steps taken, if applicable].

I kindly ask that you replace the DVD at your earliest convenience. I have attached a copy of my receipt and any relevant documentation for your reference.

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

Sincerely,

[Your Name]