

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

Dear [Customer Service Team/Specific Contact Name],
I hope this message finds you well. I am writing to request a replacement for a DVD that I purchased from your [store/website] on [purchase date]. The DVD, titled "[DVD Title]," is [describe the issue, e.g., scratched, not functioning, defective].

I have included a copy of my receipt/proof of purchase for your reference. I would greatly appreciate it if you could send me a replacement DVD as soon as possible.

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

Sincerely,
[Your Name]