

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

[Recipient's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Recipient's Name],

Subject: Request for Defective DVD Replacement

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

- **Product Name:** [DVD Title]
- **Order Number:** [Order Number]
- **Purchase Date:** [Purchase Date]

Unfortunately, upon attempting to play the DVD, I encountered [describe the issue, e.g., it skips, does not play, etc.], which renders it unusable. I have already tried [mention any troubleshooting steps taken], but the problem persists.

In accordance with your return policy, I would like to request a replacement for the defective item. I have attached a copy of my receipt for your reference.

Please let me know how to proceed with the replacement process. You can reach me at [Your Phone Number] or [Your Email Address].

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

Sincerely,
[Your Name]