

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

Dear [Customer Service Manager's Name or "Customer Service Team"],  
Subject: Request for DVD Replacement

1. **\*\*Introduction\*\***
  - Briefly introduce yourself and state the purpose of the letter.
2. **\*\*Details of the Purchase\*\***
  - Mention the title of the DVD and the purchase date.
  - Include any order number or receipt information.
3. **\*\*Issue Description\*\***
  - Clearly describe the problem with the DVD (e.g., defective, damaged, missing).
  - Mention any previous attempts to resolve the issue if applicable.
4. **\*\*Request for Replacement\*\***
  - Politely request a replacement for the defective or damaged DVD.
  - Mention if you're willing to return the original item if required.
5. **\*\*Closing\*\***
  - Thank the recipient for their attention to the matter.
  - Provide your contact information for follow-up.

Sincerely,

[Your Name]  
[Your Phone Number]