

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

Dear [Customer Service Manager/Specific Name if known],
I am writing to request a replacement for a DVD that I purchased on
[purchase date], which has unfortunately become damaged. The details of
the purchase are as follows:

- Title: [DVD Title]
- Order Number: [Order Number]
- Purchase Location: [Store/Website]

Despite careful handling, the DVD is not playable due to [briefly
describe the issue, e.g., scratches, cracks]. I have attached a copy of
my receipt for your reference.

I would appreciate your assistance in arranging a replacement at your
earliest convenience. If you require any further information, please do
not hesitate to contact me.

Thank you for your attention to this matter.

Sincerely,
[Your Name]