

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

Dear [Recipient Name],

I hope this letter finds you well. I am writing to request a replacement for a DVD that I recently purchased from [store or website name] on [purchase date]. Unfortunately, the DVD is [describe the issue--e.g., damaged, defective, unplayable, etc.].

The details of the purchase are as follows:

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

I would appreciate your assistance in processing a replacement for the faulty DVD. I have attached a copy of the receipt and any additional documentation needed for your reference.

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

Sincerely,

[Your Name]
[Your Signature (if sending a hard copy)]