

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

Dear Customer Service,

I hope this message finds you well. I am writing to request a replacement for a DVD that I purchased from your store, which unfortunately arrived damaged. The DVD title is [DVD Title], and my order number is [Order Number].

Upon receiving the item, I noticed [describe the damage, e.g., scratches, cracks, etc.]. This has rendered the DVD unplayable, and I am unable to enjoy the content as intended.

I would appreciate it if you could send a replacement at your earliest convenience. I have attached a copy of my order confirmation and any relevant photos of the damage for your reference.

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

Sincerely,
[Your Name]
[Your Contact Information]