

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

Customer Service

[Company Name]
[Company Address]
[City, State, Zip Code]

Dear Customer Service Team,

I hope this message finds you well. I am writing to inquire about a replacement for a DVD that I purchased from your company on [purchase date]. The DVD, titled [DVD Title], has unfortunately [describe the issue, e.g., "arrived damaged," "has defects," etc.].

I would appreciate your guidance on the process for obtaining a replacement. Please let me know if you require any additional information, such as my order number or a copy of the receipt.

Thank you for your assistance. I look forward to your prompt response.

Sincerely,
[Your Name]