

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

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

Dear Customer Service Team,

I hope this message finds you well. I am writing to request a replacement for a damaged DVD that I recently purchased from your website/store.

Order Number: [Your Order Number]

DVD Title: [DVD Title]

Purchase Date: [Purchase Date]

Unfortunately, upon receiving the item, I noticed that the DVD was [describe the damage, e.g., scratched, cracked, etc.]. I have attached a copy of my receipt and a photo of the damaged DVD for your reference.

I would appreciate your assistance in replacing this item at your earliest convenience. Please let me know if there are any additional steps I need to take for this process.

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

Sincerely,
[Your Name]