

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]  
[Recipient's Name]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to request a replacement for a DVD that I purchased from your company on [purchase date], titled [DVD Title]. Unfortunately, [describe the issue with the DVD, e.g., it is damaged, not functioning properly, etc.].

I have attached a copy of my receipt and any relevant documentation for your reference. I would greatly appreciate your assistance in providing a replacement.

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

Sincerely,  
[Your Name]