

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

Dear [Recipient Name],

I hope this message finds you well.

I am writing to formally request a refund for a defective product that I purchased from your website/store on [purchase date]. The item in question is [product name, model, or order number], which was delivered to me on [delivery date].

Unfortunately, upon using the product, I discovered that it was defective due to [briefly describe the defect or issue]. I have attached copies of my purchase receipt and any relevant documentation for your reference.

According to your return policy, I understand that I am eligible for a full refund for defective items. I kindly request that you process my refund to [original payment method] at your earliest convenience.

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

Sincerely,

[Your Name]