

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

Subject: Exchange Request for DVD Player

Dear [Customer Service Team/Specific Contact Name],
I hope this message finds you well. I am writing to request an exchange for the DVD player I purchased on [Purchase Date] from [Store/Website Name]. The model is [Model Number] and the order number is [Order Number].

Unfortunately, I have encountered the following issue(s) with the product:

- [Describe the issue briefly, e.g., it does not power on, there is a malfunction, etc.]

I have followed the troubleshooting steps provided in the user manual, but the problem persists. Given the circumstances, I would appreciate your assistance in processing an exchange for a new unit.

Enclosed are copies of my purchase receipt and any relevant documentation. Please let me know if you require any further information to expedite this process.

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

Sincerely,
[Your Name]