

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

[Recipient's Name]  
[Company's Name]  
[Company's Address]  
[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to report an issue I am experiencing with my DVD player, model [Model Number], which I purchased from [Store Name] on [Purchase Date].

The problem I am encountering is as follows:

[Describe the issue in detail, e.g., the DVD player does not power on, it makes unusual noises, it cannot read discs, etc.]

I have attempted the following troubleshooting steps:

- [List any steps you have tried, e.g., checking the power source, changing cables, cleaning the laser, etc.]

Despite these efforts, the issue persists. I would appreciate your guidance on how to proceed, whether it be troubleshooting tips, repair options, or a replacement.

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

Sincerely,  
[Your Name]