

[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 DVD player (Model: [Model Number]) that I purchased on [Purchase Date] from [Retailer/Website Name].

Unfortunately, the product has not performed as expected due to [briefly describe the issue, e.g., it does not power on, it skips discs, etc.]. I have referred to the user manual and attempted troubleshooting, but the issue persists.

According to your return policy, I believe I am eligible for a refund within the specified time frame. I have attached a copy of my receipt and any relevant documentation for your reference.

I kindly ask that you process my refund to my original payment method. Please let me know if you need any further information or if there are specific steps I should follow to facilitate this process.

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

Sincerely,
[Your Name]