

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

Dear [Customer Service Department/Specific Person's Name],  
I am writing to request the return of my DVD player purchased on  
[Purchase Date] from [Store/Website Name]. The order number is [Order  
Number].

Unfortunately, I have encountered [describe the issue with the DVD  
player], and I would like to initiate a return and request a  
refund/replacement.

Please let me know the next steps for returning the product. I have kept  
all original packaging and accessories and can ensure it is shipped back  
in its original condition.

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

Sincerely,  
[Your Name]