

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

Dear [Store Manager's Name],

Subject: DVD Return Policy Inquiry

I hope this message finds you well. I am writing to inquire about the return policy for DVDs purchased from [Store Name]. On [purchase date], I bought the following DVD(s):

- [DVD Title 1]

- [DVD Title 2]

Unfortunately, I encountered issues with [describe the issue, e.g., the DVD not playing, the wrong title being sent, etc.]. According to your return policy, I am seeking clarification on the process for returning or exchanging these items.

Could you please provide details regarding:

1. The timeframe for returns/exchanges
2. Any necessary documentation or receipts required
3. How I should proceed with returning the DVD(s)

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

Sincerely,

[Your Name]

[Your Signature (if sending a hard copy)]