

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

Dear [Customer Service>Returns Department],

I hope this message finds you well. I am writing to request a return for a damaged DVD that I purchased from your store on [Purchase Date]. The details of the order are as follows:

- Order Number: [Order Number]
- DVD Title: [DVD Title]
- Purchase Price: [Price]

Upon receiving the DVD, I discovered that it [describe the damage, e.g., is scratched, does not play, etc.]. I have attached a copy of my receipt for your reference.

I would appreciate your guidance on how to proceed with the return and exchange process. Please let me know if you require any further information.

Thank you for your assistance.

Sincerely,
[Your Name]