

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

Customer Service Team

JB Hi-Fi

[Store Address or Online Contact Information]

Dear JB Hi-Fi Customer Service Team,

I am writing to request an exchange for a product I recently purchased from your store. The details of the purchase are as follows:

Product Name: [Product Name]

Model Number: [Model Number]

Purchase Date: [Purchase Date]

Order Number: [Order Number]

Unfortunately, [briefly explain the reason for the exchange, e.g., the item is defective, the wrong item was sent, etc.].

I would like to exchange it for [mention the item you wish to exchange for, if applicable] or a refund if that is more suitable. I have attached a copy of my receipt for your reference.

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]