

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

Customer Service

LG Electronics

[Company Address]
[City, State, Zip Code]

Dear Customer Service,

Subject: Request for Refrigerator Replacement

I hope this letter finds you well. I am writing to formally request a replacement for my LG refrigerator, model [Model Number], purchased on [Purchase Date].

Unfortunately, the appliance has been experiencing [briefly describe the issue, e.g., cooling problems, unusual noises], which has not only affected its performance but also disrupted my household routine. I have attempted to resolve the issue by [describe any steps taken, e.g., consulting the manual, seeking technical assistance], but the problem persists.

According to the warranty terms, I believe I am eligible for a replacement, and I kindly ask that you assist me in initiating this process. Please let me know what further information you require or the steps I need to take to expedite my request.

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

Sincerely,
[Your Name]