

[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: Dispute Resolution for VHS Player Purchase

I am writing to formally address a dispute regarding the VHS player I purchased from your store on [purchase date], with the order number [order number]. Upon using the product, I encountered several issues including [briefly describe the issues, e.g., "the player not functioning properly" or "the item being defective"].

Despite my attempts to resolve this matter by [mention any previous attempts made, such as contacting customer service or returning the item], the issue remains unresolved. I believe that I am entitled to a [refund/replacement/repair] under your store's return policy, given that [mention any relevant terms or conditions].

Please provide me with guidance on how we can resolve this dispute amicably. I hope we can come to a satisfactory resolution promptly. You can reach me at [your phone number] or [your email address].

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

Sincerely,
[Your Name]