

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

Subject: Request for Replacement/Refund of Defective Battery

Dear [Customer Service/Specific Contact Name],  
I hope this message finds you well. I am writing to formally request a replacement/refund for a defective battery that I purchased from your company on [purchase date].

Product Details:

- Product Name: [Battery Model/Type]
- Order Number: [Order Number]
- Purchase Location: [Store/Website]

Unfortunately, the battery has been exhibiting the following issues:

- [List specific problems such as not holding a charge, leaking, unusual noises, etc.]

I have taken the appropriate steps to troubleshoot, including [mention any actions you have taken, such as charging, checking connections, etc.]. However, the issues persist.

I would appreciate your assistance in resolving this matter. Please let me know whether a replacement or a refund can be processed at your earliest convenience.

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

Sincerely,  
[Your Name]