

[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],

I hope this message finds you well. I am writing to inquire about the return policy for the VHS player I purchased on [purchase date] from your store.

The details of the purchase are as follows:

- Item: VHS Player
- Model: [Model Name/Number]
- Order Number: [Order Number]
- Date of Purchase: [Purchase Date]

Unfortunately, the product has [briefly describe the issue or reason for return, e.g., "not functioned as expected" or "arrived damaged"]. I would like to understand the steps required to return or exchange the item in accordance with your return policy.

Please let me know if there are any forms I need to fill out or any additional information you require from my end. I appreciate your assistance and look forward to your prompt response.

Thank you for your attention to this matter.

Sincerely,  
[Your Name]