

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

[Vendor's Name]
[Vendor's Address]
[City, State, ZIP Code]

Subject: Request for Replacement of Product Not as Described

Dear [Vendor's Name],

I am writing to formally bring to your attention an issue regarding my recent purchase (Order No: [Order Number], dated [Order Date]) from your store/website. Upon receipt of the product, I noticed that it does not match the description provided at the time of purchase.

Specifically, I observed the following discrepancies:

- [List differences in features, quality, or specifications]
- [Additional issues, if any]

According to your return and exchange policy, customers are entitled to a replacement if the received product is not as advertised. Therefore, I respectfully request a prompt replacement of the item with the correct product as originally described. Enclosed/attached are copies of my order receipt, product photographs, and relevant correspondence for your reference.

I would appreciate your swift assistance in resolving this matter to ensure my satisfaction as a valued customer. Please let me know the next steps for returning the incorrect product and receiving the proper replacement.

Thank you for your attention to this matter. I look forward to a timely resolution.

Sincerely,
[Your Name]