

Date: [Insert Date]

To:  
Customer Service Department  
[Company Name]  
[Company Address]  
[City, State, Zip Code]

Subject: Request for Refund and Product Return Due to Defective Item

Dear Sir/Madam,

I am writing to bring to your attention an issue I have encountered with a recent purchase from your store. On [Purchase Date], I bought [Product Name, Model/Serial Number, if applicable] (Order No: [Order Number]). Upon receipt and initial use, I noticed the following defect(s): [Briefly describe the defect(s) observed, e.g., the item does not function as advertised, there is physical damage, missing parts, etc.].

In accordance with your return and refund policy, I respectfully request a full refund for this purchase. The product has been kept in its original packaging and remains in unused/resalable condition except for the noted defect. I am prepared to return the defective item as directed.

Kindly provide instructions regarding the return process and let me know if you require any further documentation or photographs as proof of the defect. I would appreciate a prompt response confirming the approval of my refund and the procedure for returning the product.

Thank you for your attention to this matter. I look forward to your prompt resolution of my request.

Sincerely,  
[Your Name]  
[Your Address]  
[Your Contact Number]  
[Your Email Address]