

Date: [Insert Date]

[Recipient's Name]

[Recipient's Title]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Subject: Request for Replacement - Defective Merchandise Received

Dear [Recipient's Name],

I am writing on behalf of [Your Company Name] regarding our recent order (Invoice/Order No: **[Order/Invoice Number]**) placed on **[Order Date]**. Upon receipt of the shipment on **[Date Received]**, we observed that several items were defective and did not meet the agreed-upon quality standards.

Specifically, the following issues were identified:

- [Briefly describe the defective merchandise, e.g., "Five out of twenty widgets were nonfunctional"]
- [Detail any other defects or quantity issues]

As the prompt delivery of quality products is crucial to our operations, we kindly request an immediate replacement for the defective items listed above. Enclosed with this letter are photographs and supporting documentation verifying the condition of the merchandise received.

We value our business relationship and trust that you will handle this matter at the earliest. Please advise us regarding the return process for the defective goods, or should you require any further information to expedite the replacement.

We appreciate your prompt attention to this issue and look forward to your response.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]