

Sample Business Letter: Product Refund Request Due to Defect

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

[Seller's Name or Company Name]
[Company Address]
[City, State, ZIP Code]

Subject: Request for Refund Due to Defective Product

Dear [Recipient's Name],

I am writing to formally request a refund for the [product name], which I purchased from your company on [purchase date]. The order/reference number for this purchase is [order/reference number]. Upon receiving the product on [delivery date], I noticed the following defect(s): [briefly describe the defect, e.g., "the device does not power on" or "there were visible cracks on the screen"].

Given that the product is still within the warranty/return period and was not as described or expected, I kindly request a full refund for this purchase. I have attached copies of my receipt and photographs of the defect for your reference.

I would appreciate it if you could process my refund as soon as possible. Alternatively, if a refund is not possible, I would be open to receiving a replacement product.

Thank you for your prompt attention to this matter. Please let me know if you require any additional information to process my refund request. I look forward to your quick response so that we may resolve this issue amicably.

Sincerely,
[Your Name]