

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

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

Subject: Request for Product Exchange and Refund â€“ [Order Number/Invoice Number]

Dear [Recipient Name/Customer Service Team],

I am writing to formally request an exchange and refund concerning the product I recently purchased from your company. The order was placed on [Order Date], and I received the product on [Delivery Date]. Unfortunately, upon inspection, I found that [describe the specific issue: e.g., the product was defective/different from what was ordered/did not meet the described specifications].

To assist you in resolving this matter, I have attached [photographs/receipts/any supporting documents] for your reference. I kindly request either a replacement of the item with one that meets the quality and description indicated at the time of purchase, or a full refund credited to my original method of payment.

I believe this resolution is in accordance with your company's return and refund policy, as well as consumer protection regulations. Please advise me on the next steps for returning the product and the expected timeline for the exchange or refund process.

I appreciate your prompt attention to this matter and look forward to your reply within [suggested timeframe, e.g., 7 business days]. Thank you for addressing my concerns and for your continued commitment to customer satisfaction.

Sincerely,

[Your Name]

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**Note:** Please replace bracketed sections [like this] with your actual information.