

{Salutation} {First Name} {Last Name}  
{Position}  
{Company}  
{Address 1}  
{Address 2}  
{Town/City}, {County} {Postcode}

{#Date}

Dear {Salutation} {Last Name}

Recently I purchased {#Name of item#} from your {#store/company#}. Although I unpacked it with great care, and read the instruction book, it has never worked correctly. I have called the number for assistance on several occasions and implemented all the suggestions I was given but the product still does not work. I really wanted a {#Name of item#}, but I find I must return it. Is there any chance my defective {#Name of item#} can be replaced?

Please reply to the above address as soon as possible as I would like to take care of this matter. Thank you in advance for your cooperation.

Yours sincerely,

{#Username}  
{#Company}