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| --- |
| [Recipient Name]  [Title]  [Company]  [Recipient Street Address]  [Recipient City, ST Zip] |

I am a regular customer at XYZ and have always been satisfied with your products. However, my recent purchase is defective. I, therefore, request you for a full refund for the faulty product.

I ordered an air humidifier through your website on 12th June and paid you with my credit card. I made a total payment of $260 which includes the price of the product as well as the shipment and delivery charges. The ordered product does not work since the power cable is broken. The damage probably occurred during shipment owing to poor packaging.

I do not want a replacement for the faulty air humidifier from you. This time I intend to buy the product directly from a reliable electronics store where I can test and check it first-hand before making the purchase. Therefore, I expect my payment to be reimbursed by your company. The refund should cover both the cost of the item and the shipment charges. If you want me to return the damaged item to you, I would want a reimbursement for the additional courier charges as well.

Kindly contact me soon and proceed with my request. I have enclosed the invoice. I look forward to good customer support from you regarding the matter.

Sincerely,

[Your Name]

Enclosure