Request for Refund of a Faulty Gadget

From,

[Your Name],

[Your Address],

[Your Phone Number]

[Your Mail]

Date:

To,

[Receiver’s Name],

[Address],

[Phone Number]

[Mail]

Dear [Name] Sir,

On [purchase date], I purchased a [mention the product name] from your store for [amount you purchased it] with the serial number [mention the serial number if any]. The product was advertised as being ‘on sale’. Please find copies of my receipt and the warranty attached. I used the product for two weeks with no problem. On [the date the fault was noticed], [mention the fault discovered]. I checked the user manual and followed all the steps listed in the trouble-shooting guide, but nothing helped. The product appears to be faulty and is now unfit for its purpose. I am within my rights to request a refund for a faulty product. I would like to return the [product] to your store for a full refund of the purchase price. I would appreciate this matter being resolved within the next 10 business days. Please contact me by telephone or email (details provided above) at any time to discuss this letter.

Yours sincerely

[Your Name]