

Refund Claim for Defective Product

Subject: Refund Request for Defective [Product Name] - Order #[Order Number]

Dear Customer Service Manager,

I am writing to request a full refund for a defective [Product Name] purchased on [Purchase Date] for \$[Amount].

The product failed to function properly from the moment I opened it. Specifically, [describe defect clearly and objectively]. This constitutes a clear breach of merchantability as the product does not perform its basic intended function.

I attempted to resolve this matter by [describe attempts: contacting customer service, visiting store, following troubleshooting steps] on [Date(s)], but the issue persists. At this point, I am no longer interested in a replacement or repair—I want a full refund.

Under consumer protection laws, I am entitled to a refund for goods that are not of acceptable quality. The product remains in my possession in its original packaging, except for initial inspection.

Enclosed documentation:

- Original receipt showing purchase date and amount
- Photographs of the defect
- Correspondence with your customer service team
- Product in original packaging (if returning by mail)

Please process this refund within [reasonable timeframe] business days. I prefer the refund via [original payment method/check/store credit]. Confirm receipt of this letter and provide a timeline for the refund process.

If I do not receive a satisfactory response by [specific date], I will escalate this matter to [consumer protection agency/credit card company/small claims court].

I trust you will handle this matter promptly and professionally.

Sincerely,

[Your Name]

[Contact Information]

[Order Number]

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