

## **Letter Requesting Replacement for Defective Product**

**This package contains:**

1. Instructions & Checklist for Writing a Letter Requesting Replacement for a Defective Product
2. Letter Requesting Replacement for a Defective Product

## Instructions & Checklist for a Letter Requesting Replacement for a Defective Product

- This package contains: (1) Instructions & Checklist for a Letter Requesting a Replacement for a Defective Product; and (2) Letter Requesting a Replacement for a Defective Product.
  
- This form is designed to assist you in drafting a letter to a company about a product you purchased from them, advising that you're returning the item because it is defective, and indicating you want them to replace the product rather than send a refund.
  
- Be sure to include any "enclosures" mentioned in the letter. If there are no "enclosures" you may delete "Enclosure" from the bottom of the letter.
  
- Be sure to sign the letter and to make a copy before sending it out.
  
- Bracketed instructions may be included on this form to assist you in completing it and should be removed before printing. Generally in Microsoft Word, you can click on the bracketed instruction and start typing.
  
- These forms are not intended and are not a substitute for legal advice. These forms should only be a starting point for you and should not be used without consulting with an attorney first. An attorney should be consulted before negotiating any document with another party.
  
- The purchase and use of these forms, is subject to the Disclaimers and Terms of Use found at [findlegalforms.com](http://findlegalforms.com).

[Your Name]  
[Street Address]  
[City, State ZIP Code]  
[phone number - optional]  
[email address - optional]

September 9, 2009

[Name of Recipient]  
[Title]  
[Company Name]  
[Street Address]  
[City, State ZIP Code]

Dear [Name of Recipient]:

I am enclosing a [Name of Product] which I purchased from you on [Date of Purchase].  
A copy of the invoice and the receipt showing credit card payment are also enclosed.

I am returning the product because [Here describe the problem, i.e., *the on/off button does not light up properly*]. I need this product for my business, and therefore I am requesting that you send me a replacement rather than a refund.

I understand that because the product you sent was defective, I will not be required to pay shipping charges for the replacement.

Since I need this item urgently, I request that you call me at the phone number indicated above if there is any problem in getting the item shipped out immediately.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]

Enclosures