[Name of Company]  
[Address]

[Date]

To whom it may concern,

I would like to ask for a full refund for the [Name of Product], that I bought from your company on [Date of Purchase].

The reason I am requesting a refund is because [Give the reason you are not happy with the product. Does it look different to the picture advertsing it, did it not switch on, were pieces missing etc]

I’ve read your terms and conditions and am aware that I am entitled to a full refund in these circumstances. I attach the receipt of my purchase in this letter as proof that it was purchased from your company.

Please let me know how and where to return the [*item*].

I look forward to receiving a prompt refund.

Yours Sincerely,

[*Your name*]