[Name of Sender]

[Address]

[Date]

[Name of Company]

[Address]

Subject: Requesting a refund of my payment

Dir Sir or Madam,

This letter serves as a formal request for a full refund on the product that I bought from your company, through your Online Store.

I purchased a [Product Name] on [Date of Purchase], and paid a total amount of [Total Amount].

It seems that the product is defective and that it is not functioning properly. The specific problem with the product is that [describe the issue].

I read your terms and conditions, and I am well aware that customers are entitled to a full refund for a defective product.

I attached the receipt that I got with the product as proof it was purchased from your company.

I hope to hear from you soon about the procedures for returning the product and receiving a refund.

Sincerely,

[Name]