Request to return a product

Sender

Full name

Full address

Telephone

E-mail address

Recipient

Name of recipient or department

Recipient's address

Place

Date

Subject: request to return a product I ordered

Dear Sir or Madam,

I am writing about the product below, which I would like to return to you for the reason given. Please let me know how to proceed and confirm the solution chosen.

Order and product

Order number

Order date

Amount paid

Product concerned

Date received

Reason for the return

- [ ] Product faulty or damaged
- [ ] Mistake in the order or dispatch
- [ ] The product does not suit me

Details of the reason

What I would like

- [ ] A refund
- [ ] An exchange for another product
- [ ] A credit note

Condition of the returned product

- [ ] Unused or barely tried
- [ ] Original packaging kept
- [ ] Accessories and instructions included

Return method proposed

Reply wanted by

Please confirm the return conditions in writing, in particular the address, any label and who bears the postage. I am keeping the proof of dispatch.

Yours faithfully,

Enclosures

Signature

Name in full

How it is sent

- [ ] Registered letter with proof of delivery (or equivalent)
- [ ] Delivered by hand against a signed receipt
- [ ] Other method