

## Business Apology and Adjustment Letter for Defective Merchandise

[Your Company Letterhead]  
[Date]

[Customer Name]  
[Customer Address]  
[City, State ZIP Code]

Dear [Customer Name],

On behalf of [Your Company Name], I would like to sincerely apologize for the inconvenience you experienced with the defective merchandise you received on [date of purchase/order]. We greatly value your business and regret that this situation did not reflect the high standards we strive to uphold.

Upon learning of the issue, we immediately investigated the matter and determined the defect resulted from [briefly explain cause, if appropriate]. Please rest assured that we have addressed the root cause to prevent similar problems in the future.

To rectify the situation, we are offering the following adjustment: [state corrective action, e.g., replacement, repair, or refund]. You should receive [details of solution, e.g., replacement item] within [time frame]. Additionally, we are including [optional: a discount, coupon, or other goodwill gesture] as an expression of our appreciation for your patience and understanding.

We are committed to delivering only the best products and service. If you have any further questions or require additional assistance, please feel free to contact our customer service team at [phone number] or [email address].

Thank you for bringing this matter to our attention and for giving us the opportunity to make things right. We look forward to serving you again.

Sincerely,  
[Your Name]  
[Your Title]  
[Your Company Name]