

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Claim Adjustment – Manufacturing Defect in Furniture

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase of the [Product Name/Model] from [Purchase Location/Order Number]. We appreciate the opportunity to address your concerns and sincerely apologize for any inconvenience you have experienced due to the manufacturing defect.

Upon receiving your complaint, we immediately initiated a thorough review of the situation. After investigating the matter, including assessing the images and information you provided as well as consulting with our quality assurance team, we have confirmed that the defect in your furniture item was indeed due to a manufacturing error.

We are committed to maintaining the highest standards of quality and customer satisfaction. To resolve this issue, we are pleased to offer the following options for your consideration:

- **Repair:** We can arrange for a qualified technician to repair the defect at your convenience and at no additional cost to you.
- **Replacement:** If you prefer, we will replace the defective item with a new one of the same model, subject to availability.
- **Refund:** Should neither repair nor replacement be suitable, we are prepared to issue a full refund for your purchase.

Please let us know your preferred option by contacting our customer care team at [Contact Information], or simply reply to this letter. We will expedite the process to ensure your satisfaction.

We value your business and appreciate your understanding as we work to resolve this matter. If you have any further questions or require additional assistance, please do not hesitate to contact us.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]