

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience with our product to our attention. We sincerely apologize for any inconvenience this may have caused you, and we appreciate the opportunity to address your concerns.

After thoroughly reviewing your claim regarding the [product name/model number], we have identified that you received a defective or damaged product. To resolve this issue promptly, we are pleased to offer a replacement of the same item at no additional cost to you.

Your replacement product, [replacement product name/model], will be shipped to your provided address within [number of days] business days. You will receive a separate email with tracking information once your replacement has been dispatched.

If possible, please return the original product using the prepaid return label enclosed with your shipment. This will assist us in improving our products and services.

We value your satisfaction and are committed to ensuring you have a positive experience with us. If you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [customer service phone/email].

Thank you for your understanding and for giving us the opportunity to make this right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]