

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue you experienced with your recent purchase of the [Product Name/Model] from [Store/Website Name] on [Purchase Date]. We sincerely apologize for any inconvenience caused due to the product's fault.

At [Company Name], we strive to deliver quality electronics and excellent service to our valued customers. Upon reviewing your case, we understand the disappointment caused by receiving a malfunctioning item and truly regret any frustration this may have caused.

To resolve this matter promptly, we are pleased to offer you a replacement unit at no additional cost. Your new [Product Name/Model] will be shipped to your address within [Number of Days] business days. Please use the enclosed pre-paid shipping label to return the faulty item to us at your earliest convenience.

If you have any questions or require further assistance, please feel free to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

We appreciate your understanding and patience on this matter. Thank you for giving us the opportunity to make things right and for choosing [Company Name]. We value your loyalty and look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]