

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address Line 1]

[Customer Address Line 2]

[City, State, ZIP Code]

Dear [Customer Name],

We appreciate your recent purchase with [Your Company Name] and thank you for bringing to our attention the issue regarding the faulty merchandise you received (Order #[Order Number], dated [Order Date]).

Please accept our sincerest apologies for any inconvenience this may have caused. At [Your Company Name], we prioritize customer satisfaction and are committed to promptly resolving such matters.

Upon reviewing your case, we have arranged for a replacement of the defective item(s) you received. Your new merchandise will be shipped to you at no additional cost. We kindly ask that you return the faulty item(s) using the prepaid return label enclosed with this correspondence.

Your replacement order is expected to be delivered within [replacement delivery timeframe, e.g., 5-7 business days]. If you have any further questions or require assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for giving us the opportunity to rectify this situation. We value your business and look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]