

Adjustment Letter for Faulty Item with Compensation

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding the faulty [product name and model] you recently received from our company. We sincerely apologize for any inconvenience or frustration this has caused you.

At [Your Company Name], we value our customers and strive to deliver products that meet the highest standards of quality. We take all customer concerns seriously, and after reviewing your case, we understand how disappointing this experience must have been.

To resolve this matter, we are pleased to offer you the following compensation:

- A replacement [product name], which will be shipped to your preferred address at no additional cost.
- A complimentary [discount percentage, e.g., 15%] discount on your next purchase, as a token of our appreciation for your patience and understanding.

We kindly request that you return the faulty item using the pre-paid shipping label included with this letter. If you need any assistance with the return process, please do not hesitate to contact our customer service team at [phone number] or [email address].

Once again, we apologize for the inconvenience and appreciate your understanding. Thank you for giving us the opportunity to make things right. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]