

Adjustment Letter for Product Defect Refund Approval

An **adjustment letter for product defect refund approval** is a formal communication sent by a company to acknowledge a customer's claim regarding a defective product and to approve the refund request. This letter serves to maintain customer satisfaction and trust by addressing the issue promptly and professionally. It typically includes an apology for the inconvenience, confirmation of the defect, details of the refund process, and any instructions for the return of the product. Below is a sample template to guide businesses in drafting an effective adjustment letter for product defect refund approval.

Sample Template

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Subject: Approval of Refund Request â€” [Product Name/Order Number]

Thank you for bringing to our attention the issue you experienced with your recent purchase of [Product Name], [Order Number]. We sincerely apologize for any inconvenience this may have caused.

After reviewing your claim and inspecting the information provided, we have confirmed that the product is defective. We understand how disappointing this experience must have been and appreciate your patience.

We are pleased to inform you that your refund request has been approved. The refund amount of [Refund Amount] will be processed to your original method of payment within [number of days, e.g., 5-7 business days].

Return Instructions (if applicable): Please return the defective product using the prepaid return label provided with this letter. Once we receive the returned item, we will complete the refund process.

If you have any questions or require further 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 resolve this matter. We value your business and look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]