

# Adjustment Letter for Returned Merchandise Exchange

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase from [Company Name]. We have received the returned merchandise ([Product Name/Model/Order Number]) and sincerely apologize for any inconvenience this may have caused you.

As per your request, we will exchange the returned item(s) for a replacement of the same model. Your replacement merchandise will be shipped to you within [number of days] business days, and you will receive a tracking number as soon as it is dispatched.

We appreciate your patience and understanding during this process. If you have any additional questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone/Email].

At [Company Name], we are committed to your satisfaction and look forward to serving you again.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]