

**[Your Company Letterhead]**

Date: [Insert Date]

Customer Name  
Customer Address  
City, State, Zip Code

Dear [Customer Name],

Thank you for contacting us regarding the issue with your recently purchased electronic product, model [Product Name/Model Number]. We sincerely apologize for any inconvenience you have experienced due to the fault in this item.

At [Your Company Name], we are committed to providing our customers with high-quality products and service. We appreciate you bringing this matter to our attention, and we are dedicated to resolving it as quickly as possible.

To facilitate the exchange, please follow these instructions:

- Carefully pack the faulty product in its original packaging, including all accessories, manuals, and proof of purchase.
- Attach the enclosed prepaid shipping label to the package.
- Drop off the package at your nearest [Shipping Provider] location.

Once we receive the returned item, we will promptly send a replacement electronic product to your address at no additional cost.

We value your business and thank you for giving us the opportunity to address this issue. If you have any further questions or concerns, please do not hesitate to contact our customer support team at [Customer Support Phone Number] or [Customer Support Email].

Thank you for your understanding and cooperation.

Sincerely,  
[Your Name]  
[Your Title/Position]  
[Your Company Name]  
[Contact Information]