

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase of [Product Name] (Order #[Order Number]) from [Company Name]. We sincerely apologize that the product did not meet the quality standards you expected and for any inconvenience this may have caused.

We greatly value our customers' satisfaction and take concerns about product quality very seriously. After carefully reviewing your case and the information provided, we agree that the product you received did not fulfill our usual commitment to excellence.

As a resolution, we are issuing you a full refund of the purchase price, including any shipping charges, to your original method of payment. The refund of \$[Refund Amount] will be processed within [Number] business days. You will receive a confirmation email once the refund is complete.

Please feel free to dispose of the defective item or return it to us if you prefer; we can provide a prepaid shipping label upon request. If you have any further questions or would like to discuss this matter, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Once again, we apologize for this experience and appreciate your understanding. We value your business, and we hope to serve you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Phone Number]

[Email Address]