

Date: [Insert Date]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced with your recent purchase of [Defective Product Name/Model]. At [Company Name], we are committed to providing our customers with high-quality products, and we regret that this product did not meet your expectations.

Upon learning about the issues you encountered, we immediately reviewed your case and have taken prompt action to address the matter. We understand how disappointing this must have been and assure you that your satisfaction is of utmost importance to us.

As part of our commitment to quality service, we are pleased to inform you that a replacement product-[Replacement Product Name/Model]-has been shipped to your address on file. This replacement item features updated specifications and improved features, including:

- [List Improved Feature 1]
- [List Improved Feature 2]
- [List Improved Feature 3]

The tracking number for your replacement shipment is: [Tracking Number]. You can expect delivery within [Number of Days] business days.

Please accept our deepest apologies for any inconvenience this may have caused. Your trust means a great deal to us, and we hope that the steps we have taken reflect our dedication to restoring your confidence in our products and services.

If you have any further questions or concerns, please feel free to contact our customer service team at [Customer Service Email/Phone].

Thank you for giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]