

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Quality Adjustment for Manufacturing Defect Claims

Dear [Customer Name],

We would like to thank you for bringing your concerns to our attention regarding the products you received from [Company Name]. We regret to learn of the manufacturing defects you have encountered, and we sincerely apologize for any inconvenience this may have caused.

At [Company Name], we are committed to delivering products of the highest quality. Upon careful review of your claim and after assessing the reported defects, we have concluded that a quality adjustment is warranted. As a resolution, we are pleased to offer you the following:

- [Specify compensation details, e.g., a full/partial refund, store credit, or discount]
- [Mention replacement of defective products, if applicable]
- [State repair services or other corrective actions, if offered]

Rest assured, our team will expedite the processing of this adjustment to ensure minimal disruption to your experience with our products.

Additionally, we are reviewing our manufacturing processes to prevent similar issues in the future and to continue improving our standards of quality.

Thank you for your understanding and for giving us the opportunity to make this right. Should you have any further concerns or require assistance, please do not hesitate to reach out to our customer service team at [Contact Information].

We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]