

Sample Adjustment Letter with Credit Note for Defective Products

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State ZIP Code]

Dear [Customer's Name],

Subject: Credit Note Issued for Defective Products â€“ [Order/Invoice Number]

Thank you for bringing to our attention the issues involving the products delivered under the above-referenced order. We sincerely apologize for any inconvenience or disruption this may have caused to your operations.

After reviewing your claim and conducting an inspection of the returned items, we acknowledge that the products did not meet our quality standards and were indeed defective. We take full responsibility for this oversight and are committed to providing you with a satisfactory resolution.

Please find enclosed **Credit Note #**[Credit Note Number] amounting to **[Credit Amount]**, which has been applied to your account. The credit note serves as an adjustment for the defective goods received and can be utilized against your future purchases or to offset outstanding invoices, as per our standard terms.

We appreciate your patience and understanding in this matter. Rest assured, we have taken immediate steps to address the root cause of this issue to prevent recurrence. Your satisfaction is important to us, and we value your continued trust in our products and services.

Should you require any further assistance or wish to discuss alternative compensation, please do not hesitate to contact us at [Contact Information].

Thank you for your business.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]