

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent experience with [Product/Service Name] to our attention. We sincerely apologize for any inconvenience you have encountered and appreciate the opportunity to address your concerns.

At [Company Name], we strive to provide high-quality products and exceptional customer service. After reviewing the details of your complaint, we acknowledge the issue with the product you received and understand how disappointing this must have been for you.

As a gesture of our commitment to customer satisfaction, we would like to offer you a replacement for the faulty product at no additional cost. Your replacement item will be shipped to the address provided within the next [number] business days, and we will cover all shipping expenses.

Please accept our sincerest apologies for any trouble this situation may have caused. We value your business and are committed to ensuring you have a positive experience with our company. If you need further assistance or have any additional concerns, please do not hesitate to contact our customer support team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and for giving us the opportunity to make this right.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]