

Sample Adjustment Letter for Replacement Offer

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase of [Product Name/Description] (Order #[Order Number]). We sincerely appreciate your feedback and the opportunity to address your concerns.

We are very sorry to learn that the product you received did not meet your expectations and that it did not reflect the quality we strive to deliver. Please accept our sincerest apologies for any inconvenience this may have caused.

In response to your experience, we would like to offer you a replacement product at no additional cost. We are committed to ensuring our customers are completely satisfied with their purchases.

To proceed with your replacement, please follow the steps below:

1. Return the unsatisfactory item using the enclosed prepaid return label.
2. Once we receive the returned product, we will promptly ship your replacement to the address on file.

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

We value your business and appreciate your understanding as we resolve this matter. Thank you for allowing us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Title]

[Company Name]