

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase of [Product Name/Model Number]. We sincerely apologize for the inconvenience you experienced due to the defective item. At [Your Company Name], we take great pride in the quality of our products and deeply regret that your expectations were not met.

We appreciate you bringing this matter to our attention. To resolve the issue, we are pleased to offer you a replacement item at no additional cost. Please use the enclosed prepaid shipping label to return the defective product to us. Once we have received the returned item, we will promptly ship the replacement to your address as indicated above.

If you have any questions regarding the return or replacement process, please feel free to contact our Customer Service team at [Customer Service Phone Number] or [Customer Service Email Address]. We are committed to ensuring your complete satisfaction and look forward to serving you better in the future.

Once again, we apologize for the inconvenience this has caused. Thank you for giving us the opportunity to make things right.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]