

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

Subject: Apology and Adjustment – Partial Refund for Product Defect

We would like to sincerely apologize for the inconvenience you have experienced with your recent purchase of [Product Name/Model], order number [Order Number]. At [Company Name], we strive to ensure each of our customers receives products of the highest quality, and we regret that in this instance, we did not meet those standards.

We have thoroughly reviewed your concern regarding the defect found in the product and fully understand your disappointment. Please accept our deepest apologies for any inconvenience this has caused.

As a gesture of our commitment to customer satisfaction, we are processing a partial refund of [Refund Amount or Percentage] to your original payment method. This adjustment is being made to reflect the inconvenience and the defect identified. You can expect the refund to appear in your account within [number of days, e.g., 3-5 business days].

Should you require further assistance, such as a replacement or additional support, please do not hesitate to contact our customer service team at [Customer Service Contact Information]. We are here to ensure your satisfaction and would be happy to help resolve any outstanding concerns.

Thank you for bringing this matter to our attention and giving us the opportunity to make it right. We value your business and your trust, and we will continue working hard to provide you with the quality and service you expect from us.

Sincerely,

[Your Name]

[Your Position]

[Company Name]