

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you experienced with your recent purchase of [Product Name/Description] from [Your Company Name]. At [Your Company Name], we strive to uphold the highest standards of quality and customer service, and we regret that we did not meet those expectations in this instance.

As soon as we were made aware of the issue, we immediately initiated the process to provide you with a replacement. Your new [Product Name] will be shipped to your address at no additional cost and should arrive within [Number of Days] days. The tracking information will be sent to your email once the shipment is dispatched.

Please know that we are taking this matter seriously and have conducted a thorough review to prevent a recurrence. Your satisfaction is very important to us, and we appreciate your understanding and patience.

Should you have any questions or require further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email Address].

Thank you for bringing this issue to our attention and giving us the opportunity to make it right. We value your trust and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]