

**Date:** [Insert Date]

**Customer Name:** [Insert Customer Name]

**Customer Address:** [Insert Address]

Dear [Customer Name],

Thank you for contacting us regarding your recent experience with our packaged food product, **[Product Name/Batch Number]**. We sincerely apologize for any inconvenience or disappointment caused by receiving a defective or substandard product.

We take great pride in the quality of our products and value the feedback from our customers. Upon reviewing your claim and inspecting the returned item(s), we have identified that the defect was due to **[briefly state cause if known, e.g., a packaging malfunction or shipping damage]**. Please be assured that we are taking immediate steps to prevent similar issues in the future.

To resolve this matter, we would like to offer you a **[replacement/refund/credit]** for the defective product.

- If you prefer a replacement, it will be shipped to your address within **[time frame]**.
- If you would rather receive a refund or store credit, please let us know your preference.

Your satisfaction is important to us, and we appreciate the opportunity to address this issue. Should you have any further questions or concerns, please do not hesitate to contact our customer service team at **[contact information]**.

Thank you for your understanding and for giving us the opportunity to make this right. We value your business and look forward to serving you better in the future.

Sincerely,

**[Your Name]**

**[Your Position]**

**[Company Name]**

**[Contact Information]**