

Claim Adjustment Letter Sample for Warranty Claim on Defective Product

Date: [Enter Date]

Customer Name: [Enter Customer Name]

Address: [Enter Customer Address]

Subject: Claim Adjustment - Warranty Claim for Defective Product

Dear [Customer Name],

Thank you for contacting us regarding the issue you have experienced with your [Product Name], purchased on [Purchase Date], covered under warranty (Warranty No.: [Warranty Number]). We sincerely apologize for any inconvenience this has caused and appreciate you bringing this matter to our attention.

After a thorough review of your claim and the supporting documents you provided, we acknowledge that the product is indeed defective and falls within the warranty coverage period.

As part of our commitment to customer satisfaction, we are pleased to offer the following resolution:

- **Replacement:** We will issue you a replacement unit at no additional cost. The replacement will be shipped to your address within [Time Frame].
- **Repair:** If you prefer, we can arrange for your product to be repaired. Our service team will contact you to schedule a convenient time for pick-up and return.
- **Refund:** Should neither the repair nor replacement option be suitable, we can process a full refund upon receipt of the defective item.

Please let us know your preferred resolution by replying to this letter or contacting our customer service team at [Customer Service Contact Information].

We value your business and are committed to providing you with quality products and service. Should you have any further questions or require additional assistance, please do not hesitate to reach out.

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]