

Sample Formal Letter with Apology for Product Defect

[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 have experienced due to a defect in the product you recently purchased from us, [Product Name / Description], with order number [Order Number].

At [Your Company Name], we are committed to providing our customers with the highest quality products and service. We deeply regret that this incident did not reflect the standards you expect from us. Upon thorough investigation, we have found that the issue was due to [briefly explain the cause of defect, if applicable], which is not typical of our merchandise.

To correct this situation, we are offering [replacement product/refund/repair, etc.], at no additional cost to you. Our customer support team will reach out to you within the next [timeframe] to assist with the process and ensure a swift resolution. Should you require any further assistance, please feel free to contact us at [Customer Service Phone Number] or [Customer Service Email].

Please accept our sincerest apologies for any inconvenience caused. Your satisfaction is extremely important to us, and we appreciate your understanding and continued trust in [Your Company Name].

Thank you for bringing this matter to our attention and allowing us the opportunity to improve our service.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]