

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

Thank you for bringing the issue concerning the defective **[Product Name/Model]** to our attention. We sincerely apologize for the inconvenience and frustration this has caused you. At [Your Company Name], we strive to provide products of the highest quality, and we regret that this instance did not reflect our standards.

To address this issue, we are pleased to offer you a **[replacement/refund]** for the defective product. We hope this solution demonstrates our commitment to your satisfaction. Please find enclosed/attached further instructions regarding the return and replacement/refund process.

We take quality control very seriously and have already begun reviewing our processes to ensure this type of defect does not recur. Continuous improvement is part of our company's promise, and we are implementing additional quality checks as part of our future compliance measures.

Once again, we apologize for any inconvenience this may have caused. We value your business and thank you for your understanding, patience, and trust. Should you have any further questions or require additional assistance, please do not hesitate to contact us at [phone number] or [email address].

Thank you for choosing [Your Company Name]. We look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]