

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Important Notice – Product Recall and Replacement Offer

We hope this letter finds you well. At [Your Company Name], we take our commitment to product quality and customer safety seriously. We are writing to inform you of a recent recall involving the [product name or model number] that you purchased on [purchase date].

Regrettably, we have discovered an issue with select units of this product, and as a precautionary measure, we are recalling the affected batch. We apologize for any inconvenience this may cause and assure you that your safety and satisfaction remain our top priorities.

To resolve this matter promptly, we would like to offer you a complimentary replacement of your [product name]. Please follow the instructions below to return your recalled product and receive a new one:

1. Contact our Customer Service at [customer service email or phone number] to initiate the return process.
2. Use the prepaid shipping label included with this letter to send the recalled product back to us.
3. Upon receipt of your returned item, we will immediately ship a replacement to your address at no additional cost.

We sincerely regret any disruption or concern this may have caused. Thank you for your understanding and cooperation. If you have any questions or need further assistance, please do not hesitate to contact us.

Your satisfaction is very important to us, and we appreciate your continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]