

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue with the [Product Name/Model] you recently purchased from us. We sincerely apologize for the inconvenience caused by this defect, which appears to have resulted from a manufacturing error.

At [Company Name], we are committed to delivering high-quality products and ensuring customer satisfaction. Upon reviewing your case, we have confirmed that the product does not meet our quality standards due to a production fault.

To promptly resolve this matter, we are offering the following options for your consideration:

- **Replacement:** We will ship a new [Product Name/Model] to you at no additional cost.
- **Repair:** We can arrange for a repair of your current item at our expense.
- **Refund:** If you prefer, we can process a full refund upon return of the defective product.

Please let us know which solution best meets your needs by contacting us at [Customer Service Email/Phone Number]. We will provide instructions for the next steps and ensure a swift resolution.

Once again, we apologize for any inconvenience this may have caused and thank you for giving us the opportunity to address this matter. Your satisfaction and trust are very important to us.

Thank you for choosing [Company Name]. We look forward to resolving this issue promptly and continuing to serve you.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]