

Adjustment Letter Sample for Defective Merchandise Order

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention the issue you encountered with your recent order (Order Number: [Order Number]) of [Product Name], received on [Date of Delivery]. Please accept our sincerest apologies for any inconvenience the defective merchandise has caused you.

At [Company Name], we take pride in the quality of our products and the satisfaction of our customers. Upon review of your complaint, we acknowledge that the item you received did not meet our usual standards. After investigating the matter with our quality assurance team, we believe this may have resulted from [brief explanation, e.g., an isolated production error or damage during transit].

To resolve the issue, we are pleased to offer the following options:

- A replacement item, which will be shipped to you at no additional cost within [time frame].
- A full refund processed to your original method of payment.
- Alternatively, we can arrange for a prompt repair of the defective merchandise.

Please let us know which option you prefer by contacting us at [contact information] or replying to this letter.

We kindly ask that you return the defective item using the pre-paid shipping label we have provided. If you require further assistance, our customer service team is ready to help.

Thank you for your understanding and for giving us the opportunity to make this right. We value your business and are committed to providing you with the best possible products and service.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]