

Date: [Insert Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you experienced due to receiving a faulty product from [Your Company Name]. We take great pride in the quality of our products, and it is deeply regrettable that one did not meet the high standards we set for ourselves and for our customers.

We appreciate you bringing this matter to our attention, as it allows us to continuously improve our processes and ensure the satisfaction of valued customers like you. Please accept our sincerest apologies for any trouble or inconvenience this may have caused.

To resolve this issue promptly and as a gesture of goodwill, we are pleased to offer you a free replacement for the faulty product. Your new [Product Name] will be shipped to your address at no extra cost within the next [number of days] days. Should you require any assistance during this process, please do not hesitate to contact our Customer Service team at [phone number] or [email address].

Thank you for your understanding and for giving us the opportunity to make this right. We value your trust in [Your Company Name], and we are committed to ensuring your complete satisfaction with our products and services.

Yours sincerely,
[Your Name]
[Your Position]
[Your Company Name]