

Date: [Insert Date]

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

Subject: Partial Refund Adjustment for Received Faulty Electronics

Dear [Customer Name],

We appreciate your recent purchase from [Company Name] and thank you for bringing to our attention the issues you have experienced with the electronic product, Order # [Order Number], received on [Purchase/Delivery Date].

We sincerely apologize for any inconvenience caused by the product's performance and quality. At [Company Name], we uphold a commitment to excellence, and your satisfaction is important to us.

After reviewing your case and inspecting the matter, we acknowledge that the product did not meet the expected standards. As a resolution, we are offering you a partial refund of [Refund Amount/Currency] as compensation for the inconvenience. The refund will be processed to your original payment method within [Number of Days] business days.

Please let us know if there is any further assistance we can provide regarding this product. We value your business and are dedicated to ensuring your satisfaction with our services and products.

Thank you for your understanding and cooperation. We look forward to serving you better in the future.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]