

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

Thank you for bringing to our attention the issue you experienced with your recent purchase of the [Product Name/Model Number] on [Purchase Date]. We sincerely apologize for any inconvenience this has caused you and appreciate the opportunity to address your concerns.

At [Company Name], we take great pride in the quality of our products and aim to provide only the best to our valued customers. We regret that, on this occasion, the product you received did not meet the high standards we set for ourselves.

After thoroughly reviewing your case, we confirm that the [Product Name] you received was indeed defective. To rectify the situation, we are pleased to offer you the following compensation:

- A full replacement of the defective product at no additional cost to you.
- A [percentage/amount] refund of your purchase price, which will be credited to your original method of payment.
- An additional discount voucher of [discount amount]% off your next purchase with us, as a gesture of our appreciation for your understanding and continued patronage.

We have already processed the replacement, and you can expect delivery within [time frame]. The refund and voucher code should be visible in your account within [time frame]. If you have any further concerns or need assistance, please do not hesitate to contact our customer service team at [phone number] or [email address].

Once again, please accept our sincerest apologies for the inconvenience. Thank you for your feedback, which helps us improve our products and services.

We value your business and look forward to serving you again soon.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]