

This **adjustment letter sample apologizing and offering refund for faulty item** serves as a professional and courteous communication addressed to a customer who received a defective product. The letter expresses sincere apologies for the inconvenience caused, acknowledges the fault, and clearly offers a refund as a resolution to maintain customer satisfaction and trust. This type of letter emphasizes the company's commitment to quality service and responsiveness in handling complaints efficiently.

Sample Adjustment Letter

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

We sincerely apologize for the inconvenience you experienced with your recent purchase of [Product Name/Description] from us. At [Company Name], we are committed to providing high-quality products and reliable service, and it deeply concerns us whenever we fall short of your expectations.

After reviewing your complaint regarding the faulty item, we acknowledge the problem and recognize the trouble it has caused you. Please accept our heartfelt apologies for this oversight.

To rectify the situation, we are processing a full refund of [Refund Amount]. You should see the credited amount reflected in your account within [X] business days. If you prefer a replacement instead, please let us know, and we will be happy to accommodate your request.

Thank you for bringing this matter to our attention. Your feedback is invaluable to us as we continuously strive to improve our products and services. We appreciate your understanding and hope to have the opportunity to serve you better in the future.

If you have any questions or require further assistance, please do not hesitate to contact us at [Customer Service Phone/Email].

Sincerely,

[Your Name]

[Job Title]

[Company Name]