

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase of the **[Product Name/Model]**. We sincerely apologize for the inconvenience caused by the faulty electronic product you received. At [Company Name], we are committed to providing high-quality products and exceptional customer service, and we take your feedback very seriously.

After reviewing your case, we acknowledge the fault in the product you purchased and want to assure you that this does not reflect our usual standards. As a gesture of goodwill and to resolve the issue promptly, we will initiate a full refund of **[Refund Amount]** to your original method of payment once we have received the returned item.

Please follow the instructions below to return the product:

1. Securely package the faulty product in its original packaging, if possible.
2. Include a copy of your purchase receipt/invoice within the package.
3. Use the pre-paid return shipping label included in this correspondence, or contact our support team at [Support Email/Phone] to request one.
4. Drop off the package at your nearest [Courier Service] facility.

Once we receive the returned item, your refund will be processed within [number] business days. You will receive a confirmation email as soon as the refund is completed.

We apologize again for any inconvenience and thank you for bringing this matter to our attention. Should you have any further questions or need assistance, please feel free to contact us at [Customer Service Email/Phone].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]