

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

Subject: Apology and Warranty Adjustment for Defective Electronic Goods

Dear [Customer Name],

We sincerely apologize for the inconvenience you have experienced with your recent purchase of [Product Name/Model], which has been reported as defective. At [Company Name], we are committed to delivering high-quality products and ensuring the satisfaction of our valued customers.

We understand how disappointing it can be to receive a product that does not meet your expectations. Please accept our sincerest apologies for any trouble this may have caused.

As part of our warranty policy and continued commitment to quality assurance, we are pleased to offer the following options for resolution:

- **Repair:** We will arrange for your item to be inspected and repaired free of charge under warranty, as soon as we receive it.
- **Replacement:** If the item cannot be repaired, we will provide a replacement unit at no additional cost.
- **Refund:** Should you prefer, you may opt for a full refund upon return of the defective item.

#### Instructions for Returning the Defective Item:

1. Securely package the item along with all accessories and the original proof of purchase.
2. Include a brief description of the issue experienced.
3. Send the package to:  
[Company Name]  
[Returns Department Address]  
[City, State, ZIP Code]
4. Once your return is received, we will process your request promptly and keep you informed of the next steps.

If you have any questions or require further assistance regarding this warranty adjustment, feel free to contact our customer service team at [Customer Support Phone Number] or [Customer Support Email].

Once again, we apologize for the inconvenience and thank you for giving us the opportunity to resolve this matter. Your satisfaction and trust are of utmost importance to us, and we are dedicated to providing exceptional service at every step.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]