

Date: [Insert Date]

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

Dear [Customer Name],

Subject: Product Exchange Approval â€“ [Product Name/Order Number]

Thank you for reaching out to us and bringing your recent experience with our product to our attention. We sincerely apologize for any inconvenience or disappointment that this has caused.

Please be assured that your feedback is important to us, and we strive to maintain the highest standards of quality for all our products. After carefully reviewing your request and the issue described, we have approved your request for a product exchange.

To facilitate the exchange, please return the item to the following address:

[Company Return Address]

Please include a copy of your original receipt and ensure the product is securely packaged. Once we receive the returned item, we will promptly process your exchange and dispatch the replacement product to you at no additional cost.

The expected timeline for completing the exchange is [number] business days upon receipt of the returned item. Should you have any questions regarding our exchange process or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

We value your trust in our company and are committed to ensuring your satisfaction. Thank you for allowing us the opportunity to resolve this issue, and we look forward to serving you better in the future.

Sincerely,

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