

# Apology Letter for Defective Product (with Replacement Timeline)

[Your Company Letterhead]  
[Date]

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

Dear [Customer Name],

We are truly sorry to learn that the product you received from us, [Product Name/Model/Order Number], did not meet our usual high standards of quality. Please accept our sincerest apologies for any inconvenience or disappointment this may have caused you.

At [Your Company Name], we are committed to delivering exceptional products and customer satisfaction. Upon learning about this issue, we promptly initiated an investigation and have identified the defect in your product. Rest assured, we are taking measures to prevent similar issues in the future.

To resolve this matter, we have arranged for a replacement. Your new [Product Name/Model] will be shipped to your address within [Replacement Timeline, e.g., "7 business days"]. We will notify you once the item has been dispatched and provide tracking information for your convenience.

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

Once again, we apologize for any inconvenience this has caused and thank you for giving us the opportunity to make things right. We value your trust and appreciate your continued support.

Sincerely,  
[Your Name]  
[Your Position]  
[Your Company Name]