

# Response Letter: Product Defect and Refund Quality Adjustment

**Date:** [Insert Date]

**To:** [Customer's Name]

**Email/Address:** [Customer's Contact Information]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our product, **[Product Name/Model]** (Order #: [Order Number]). We sincerely apologize for any inconvenience caused by the defect you encountered.

At **[Your Company Name]**, we are committed to delivering products of the highest quality and ensuring complete customer satisfaction. Upon receipt of your claim, our quality assurance team promptly investigated the reported issue. We appreciate your detailed feedback and have reviewed all relevant documentation and evidence provided.

Based on our assessment, your product is eligible for a **[full refund/replacement/refund and replacement]** in accordance with our warranty and return policy. We have initiated the **[refund/replacement]** process, and you can expect **[refund details or replacement shipment information]** within [#] business days.

In addition, we are implementing corrective actions to address the root cause of this defect and to prevent future occurrences. Your feedback has been instrumental in helping us improve our product and service standards.

We value your business and your satisfaction is our priority. If you have any further questions or require additional assistance, please do not hesitate to contact our customer support team at **[Customer Service Email/Phone]**.

Thank you for bringing this matter to our attention.

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