

Adjustment Letter Format for Defective Product Exchange

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

City, State, ZIP: [Insert City, State, ZIP]

Dear [Customer Name],

Subject: **Exchange of Defective Product** – [Product Name/Model/Order Number]

Thank you for bringing to our attention the concerns regarding the [product name/model] you recently purchased from us. We sincerely apologize for any inconvenience the defective product has caused you.

Customer satisfaction and delivering quality products are our top priorities. After reviewing your complaint and the details provided, we confirm that the item is eligible for exchange as per our company policy.

Exchange Process:

- Please return the defective product using the pre-paid shipping label enclosed with this letter (or: as discussed with our customer service team).
- Once we receive the product, we will process the exchange immediately.
- Your replacement sample will be shipped to you within [number of days] business days at no additional cost.

We value your business and appreciate your patience and understanding. If you have any further questions or concerns, please do not hesitate to reach out to our customer support at [contact email/phone number].

Thank you for giving us the opportunity to resolve this issue.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]