

Adjustment Letter for Product Exchange Due to Product Damage

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

[Email Address]

Dear [Customer Name],

Thank you for contacting us regarding the issue with your recent purchase (Order Number: [Order Number]) from [Company Name]. We sincerely apologize for the inconvenience caused by receiving a damaged product.

At [Company Name], we place great importance on customer satisfaction and product quality. We acknowledge the discomfort you have experienced and regret any disruption this may have caused. Our quality assurance team is also investigating the matter to prevent similar occurrences in the future.

As a resolution, we will be sending you a replacement for the damaged item at no additional cost. We kindly ask you to return the damaged product using the prepaid return label enclosed/attached with this letter or by following the return instructions provided. Once we receive the damaged item, your replacement will be shipped promptly and the tracking details will be shared with you.

We appreciate your patience and understanding in this matter. Should you have any further questions or require assistance, please feel free to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for giving us the opportunity to resolve this issue. We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position/Title]

[Company Name]

[Company Contact Information]