

# Adjustment Letter for Returned Defective Merchandise

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase of [Product Name] (Invoice No.: [Invoice Number]) from [Purchase Date]. We sincerely apologize for any inconvenience caused by receiving defective merchandise.

We have received the returned item as per your request, and our quality assurance team has reviewed your concerns. After assessing the product, we confirm that it did not meet our quality standards.

In response to this matter, we are pleased to offer the following resolution:

- Replacement of the defective item, which will be shipped to you at no additional cost
- Issuance of a full refund to your original method of payment
- Providing store credit in the amount of [amount], as per your preference

Please let us know your preferred option by replying to this letter, or contact our customer service at [Customer Service Phone/Email]. We are committed to ensuring your complete satisfaction.

We appreciate your feedback and take such incidents seriously, as it allows us to improve our services and product quality. Thank you for giving us the opportunity to address this issue.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]