

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP]

Dear [Customer Name],

Thank you for bringing your concerns to our attention regarding your recent purchase of [Product Name/Model] from [Company Name]. We sincerely apologize for any inconvenience or disappointment caused by the defect you experienced.

At [Company Name], we are committed to providing products of the highest quality. We take all customer feedback seriously and regret that your experience did not meet our usual standards. Our quality assurance team has reviewed your case, and we appreciate the details you provided.

As a gesture of our commitment to customer satisfaction, we would like to offer you a partial refund in the amount of [Amount or Percentage]% of the original purchase price. This refund will be processed to your original method of payment within [number of days] business days.

Additionally, we have taken steps to ensure this issue is addressed with our production team to prevent similar occurrences in the future. We hope this solution demonstrates our dedication to improving your experience and maintaining your trust in our brand.

If you have any further questions or require additional assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email Address].

Once again, we apologize for any inconvenience caused and thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]