

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for reaching out to us regarding your recent purchase (Order #[Order Number]) from [Your Company Name]. We value your feedback and sincerely apologize for the inconvenience you have experienced due to [briefly describe the issue, e.g., the defective product, incorrect item shipped, or dissatisfaction with the item].

At [Your Company Name], customer satisfaction is our top priority. We appreciate your request for a product exchange, and we are committed to resolving this matter promptly.

Please follow the steps below to complete your exchange:

1. Return the original product using the prepaid shipping label enclosed with this letter.
2. Once we receive the returned item, we will inspect it to ensure it matches the described issue.
3. We will then immediately process the exchange and ship your replacement product at no additional cost to you.

If you prefer a different model or item, please let us know, and we will do our best to accommodate your request based on availability.

Should you have any questions or require further assistance during this process, feel free to contact our customer service team at [Phone Number] or [Email Address].

We apologize once again for any inconvenience this has caused and thank you for giving us the opportunity to correct this matter. Your trust and satisfaction are very important to us, and we look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]