

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely appreciate your business and thank you for bringing the recent issue regarding the quality of our product to our attention. We deeply regret any inconvenience or dissatisfaction this may have caused you.

At [Your Company Name], we are committed to delivering products of the highest quality, and we take full responsibility for the oversight that led to this error. Please be assured that we have thoroughly reviewed our manufacturing and quality control processes to identify the source of the problem. As a result, we have implemented stricter quality assurance measures to prevent similar issues from reoccurring in the future.

To address this specific concern, we have arranged for [replacement/refund/repair] of the affected product at no additional cost to you. Our customer service team will reach out shortly to ensure the resolution meets your satisfaction.

Again, we apologize for any inconvenience this may have caused and thank you for your understanding and continued trust. If you have any further questions or require additional assistance, please do not hesitate to contact me directly at [Your Contact Information].

We value your business and look forward to serving you better in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]