

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Subject: Response to Your Complaint Regarding Faulty [Product Name/Model]

We sincerely appreciate that you brought to our attention the issue you experienced with your recent purchase of our [Product Name/Model], purchased on [Purchase Date], invoice number [Invoice Number].

Please accept our sincerest apologies for any inconvenience or frustration this has caused you. At [Company Name], we strive to provide only the highest quality electronic products, and we regret that your experience did not meet our usual standards.

In response to your complaint, we have carefully reviewed your case. To resolve this matter promptly and to your satisfaction, we offer the following options:

- **Replacement:** We can send you a brand new [Product Name/Model] at no additional cost to you. Please allow [number of days] for delivery after confirmation.
- **Repair:** If you prefer, we can arrange for a complimentary repair. Our service team will contact you within [number of days] to schedule the repair at your convenience.
- **Refund:** Should neither of the above be satisfactory, we are happy to process a full refund upon receipt of the defective item.

Please let us know your preferred option, and we will initiate the process immediately to ensure a swift and smooth resolution.

We are also taking this opportunity to review our quality control procedures to prevent similar issues from occurring in future. Your feedback is invaluable in helping us maintain the highest possible standard of products and service.

Thank you for your understanding and patience in this matter. Should you have any further concerns or require assistance, please do not hesitate to contact our customer support team at [Customer Support Phone Number] or [Customer Support Email].

Once again, we apologize for any inconvenience caused and appreciate your continued trust in [Company Name].

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]