

Date: [Insert Date]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience you have experienced with your recent purchase from [Company Name]. We understand how disappointing it must be to receive a product that did not meet your expectations or our own quality standards.

Please accept our deepest apologies for the fault with the item(s) you received. At [Company Name], we are committed to providing our customers with high-quality products and exceptional service, and we regret that we did not meet these standards in this instance.

To resolve this matter quickly for you, we would like to offer you a replacement for the faulty product(s) at no additional cost. Here is the process to follow:

- Please return the faulty item(s) using the prepaid return label enclosed/provided to your email.
- Once we receive the returned item(s), we will ship your replacement promptly and provide you with tracking details.
- We expect to deliver the replacement within [insert timeframe].

If you require any further assistance or have any questions regarding the process, please do not hesitate to contact our customer service team at [contact information]. As a token of our appreciation for your understanding and patience, we would also like to offer you [any additional compensation, such as a discount, gift card, or free shipping on your next order].

Thank you very much for bringing this matter to our attention and allowing us the opportunity to make it right. We highly value your relationship with [Company Name] and are committed to ensuring your satisfaction going forward.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Details]