

This paragraph provides a **professional apology letter with compensation sample for product defect**, demonstrating how businesses can effectively acknowledge product issues, express sincere regret, and offer fair compensation to maintain customer trust. It highlights the importance of clear communication, accountability, and customer satisfaction by addressing the defect, apologizing respectfully, and proposing suitable remedies such as refunds, replacements, or discounts to resolve the issue promptly.

Professional Apology Letter with Compensation Sample

Date: [Insert Date]

Dear [Customer Name],

On behalf of [Your Company Name], I would like to sincerely apologize for the inconvenience caused by the defect in the product you recently purchased (Order #[Order Number]). We pride ourselves on delivering high-quality products, and it is clear that we did not meet our usual standards in this instance.

We take full responsibility for this issue and appreciate you bringing it to our attention. Please know that your experience is extremely important to us, and we are taking steps to ensure that similar problems do not occur in the future.

As a gesture of our sincere apology and commitment to your satisfaction, we are pleased to offer you the following compensation: [choose one or more: a full refund, a replacement product at no additional cost, or a [XX]% discount on your next purchase]. If you prefer a different resolution, please let us know your preference, and we will do our best to accommodate.

Please let us know if you have any additional feedback or questions. You can reach us at [Customer Service Contact Information], and we will be happy to assist further.

Once again, we deeply apologize for any inconvenience this has caused. Thank you for giving us the opportunity to make things right and for your continued trust in [Your Company Name].

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]
[Contact Information]