

Date: [Insert Date]

[Customer Name]
[Customer Address]
[City, State, ZIP]

Dear [Customer Name],

Thank you for bringing your recent experience with our product to our attention. We sincerely apologize for any inconvenience caused by the receipt of faulty merchandise and value your feedback as an opportunity to improve our service and product quality.

After reviewing your complaint regarding [brief description of the faulty item], we acknowledge the defect and fully understand your concerns. Please accept our assurance that your satisfaction is our top priority.

As a corrective measure, we will [choose: issue a full refund / send a replacement / provide a suitable solution as discussed]. Our team has already initiated the process, and you can expect [details on the next steps, e.g., shipment tracking number, estimated refund date, return procedure, etc.].

To help prevent such issues in the future, we are conducting a thorough review with our quality control team and implementing stronger inspection protocols. Your input plays a vital role in our ongoing commitment to providing high-quality products to all our customers.

We greatly appreciate your understanding and patience. Should you have further questions or require additional assistance, please do not hesitate to contact our customer care team at [customer service phone number] or [customer service email].

Thank you for choosing [Your Company Name]. We value your continued trust and look forward to serving you better in the future.

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