

Adjustment Letter for Returned Merchandise Due to Quality Issue

[Your Company Letterhead]

Date: [Insert Date]

Customer Name: [Insert Customer Name]

Address: [Insert Customer Address]

Dear [Customer Name],

Thank you for bringing the recent issue with your purchase to our attention. We have received the returned merchandise (Order Number: [Insert Order Number]) and sincerely apologize for any inconvenience you experienced due to the product quality issue.

At [Your Company Name], we strive to provide our customers with high-quality products and exceptional service. We regret that your experience did not meet these standards on this occasion. Please rest assured that we have thoroughly reviewed your case and have taken the necessary steps to prevent similar issues in the future.

In response to your concern, we have processed the return and [issued a full refund to your original payment method / arranged for a replacement product to be shipped at no additional cost / credited the amount to your account]. Please find the details below:

- Amount Refunded/Credited: [Insert Amount]
- Replacement Product (if applicable): [Insert Product Details and Tracking Number]

We value your business and appreciate the opportunity to resolve your concern. If you have any further questions or require additional assistance, please feel free to contact our customer service team at [Insert Contact Information].

Thank you for giving us the chance to make things right. We look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Contact Information]