

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for reaching out to us regarding the issues you have experienced with your [Product Name], purchased on [Purchase Date]. We sincerely apologize for any inconvenience this has caused.

Upon receiving your claim and inspecting the product in question, we have determined that the malfunction is covered under our warranty policy. We take product quality and customer satisfaction very seriously, and we appreciate your patience while we resolved this matter.

As a resolution, we would like to offer you the following options:

- **Replacement:** We can send you a brand-new [Product Name] at no additional cost. Please let us know if you prefer this option.
- **Repair:** We can arrange for the gadget to be repaired by our authorized technicians. We will cover all shipping and service expenses.
- **Refund:** If neither option is suitable, we are happy to offer you a full refund upon return of the faulty item.

Please let us know which option you prefer, and we will process your request immediately. If you have any further questions or require assistance, do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Once again, we apologize for the inconvenience and appreciate your understanding. Thank you for giving us the opportunity to resolve this matter and for choosing [Your Company Name].

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]