

[Your Company Letterhead]  
[Company Name]  
[Company Address]  
[City, State ZIP Code]  
[Phone Number]  
[Date]

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

Subject: Adjustment Letter for Defective Items Return Policy

Dear [Customer Name],

Thank you for bringing to our attention the issue regarding the defective item(s) you received from us. At [Company Name], we are committed to providing high-quality products and exceptional customer service. We apologize for any inconvenience this may have caused and appreciate your understanding as we work to resolve this matter promptly.

## Return Policy for Defective Items

- **Eligibility:** Returns of defective items are eligible within [number] days of receipt of your order.
- **Notification Requirement:** Please notify us of any defects within the specified time frame. Reports can be made via email at [\[support@email.com\]](mailto:support@email.com) or by calling [support phone number].
- **Required Documentation:** When reporting a defective item, please provide the following:
  - Original proof of purchase (invoice or receipt)
  - A brief description of the defect
  - Photographic evidence of the defect, if possible
  - Order number and contact details
- **Return Process:**
  1. Contact our customer service with the required information.
  2. Upon approval, we will provide return instructions and a return authorization number, if necessary.
  3. Securely package the item(s) and include all accessories, documentation, and the proof of purchase.
  4. Ship the product to the address provided by our team.
- **Resolution Options:** Upon receipt and inspection of the returned item(s), you may choose one of the following:
  - Replacement of the defective product (subject to availability)
  - Repair of the defective product
  - Full refund to your original payment method

We value your satisfaction and trust in our products. Should you have any questions regarding this process or require further assistance, please do not hesitate to contact our customer support team.

We appreciate your business and thank you for allowing us the opportunity to resolve this issue.

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