

Adjustment Letter for Defective Goods Offering Partial Refund

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing to our attention your recent experience with order number [Order Number] placed on [Order Date]. We sincerely apologize for the inconvenience caused by receiving defective goods and deeply regret any disruption this may have caused.

Upon reviewing your complaint and examining the evidence you provided, we acknowledge that the goods you received did not meet the high quality standards we strive to uphold. We take such feedback seriously and have already addressed the issue with our quality control team to prevent future occurrences.

As a gesture of our commitment to your satisfaction, we would like to offer you a partial refund of [Refund Amount] on your purchase. You may retain the items at your convenience, and there is no need to return the defective products. We believe this resolution is fair and hope it demonstrates our dedication to customer service.

The refunded amount will be processed within [number of business days, e.g., "5 business days"] and credited to your original payment method. If you require confirmation or have any additional questions, please do not hesitate to contact our customer service department at [Phone Number] or [Email Address].

Once again, we apologize for the inconvenience and thank you for giving us the opportunity to resolve this matter. We value your business and look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]