

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent experience with our product, [Product Name/Model Number], purchased on [Purchase Date], and for bringing the defect to our attention.

We sincerely apologize for any inconvenience this may have caused. At [Your Company Name], we are committed to providing products of the highest quality, and we regret that your experience did not meet our usual standards.

After reviewing your warranty claim and the details and documentation you have provided, we acknowledge the defect described and confirm that your product is covered under our warranty policy.

To address this issue, we will be taking the following action(s):

- ☐ Arrange for a free repair of your product
 - ☐ Provide a replacement unit at no additional cost
 - ☐ Issue a full refund according to our warranty terms
- (Please select or specify the actual action taken)

Please follow these instructions to proceed:

1. [Packaging and returning instructions, if applicable]
2. [Any additional required documentation]
3. [Expected timeline for the resolution]

We value your business and appreciate your understanding and patience. Should you have any questions or require further assistance, please feel free to contact our customer service team at [Customer Service Phone/Email].

Thank you for giving us the opportunity to resolve this matter and for your continued trust in [Your Company Name].

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]