

Adjustment Letter Sample with Partial Refund for Faulty Merchandise

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase, Order # [Order Number], placed on [Order Date].

We are truly sorry to hear about the inconvenience you experienced with the [product name and description]. At [Your Company Name], we strive to ensure the highest quality of our merchandise, and it is regrettable that this product did not meet those expectations.

Upon reviewing your complaint and the evidence you provided, we acknowledge the fault with the merchandise. To address this issue, we would like to offer you a partial refund of [Refund Amount], which will be credited to your original method of payment within [number of days] business days.

We hope this resolution is satisfactory and demonstrates our commitment to your satisfaction. Should you require further assistance or wish to discuss an alternative solution, please do not hesitate to contact us at [Contact Information].

Thank you for your understanding, and we appreciate the opportunity to resolve this matter. We value your business and look forward to serving you again.

Sincerely,

[Your Name]

[Your Position/Department]

[Your Company Name]

[Contact Information]