

[Your Company Letterhead]

[Date]

[Customer's Name]

[Customer's Address]

[City, State ZIP Code]

Dear [Customer's Name],

Thank you for contacting us regarding your recent purchase of the [product name and model] from our store. We value your feedback and regret to learn that you received a defective kitchen appliance.

We have received the returned item and conducted a thorough inspection, which confirmed the issue you reported. Please accept our apologies for any inconvenience this may have caused.

In light of the defect, we have processed a full refund of **[refund amount]** to your original method of payment. You should see this reflected on your account within the next [number] business days.

We appreciate your patience and understanding as we worked to resolve this matter. Our team is committed to providing high-quality products and excellent customer service. Should you require a replacement or have further questions, please contact us at [phone number] or [email address].

Thank you for giving us the opportunity to address your concerns. We hope to serve you again in the future.

Sincerely,

[Your Name]

[Your Title]

[Company Name]