

Date: [Insert Date]

Dear [Customer Name],

We are writing to sincerely apologize for the inconvenience and disappointment you experienced with the [product name/model] you recently purchased from us. At [Your Company Name], we take great pride in the quality and reliability of our products, and it is with deep regret that we learned the item you received did not meet our usual standards.

Please accept our heartfelt apologies for any frustration this may have caused. We fully acknowledge your dissatisfaction and take full responsibility for the quality issue. Your feedback is invaluable to us, and we are committed to using your experience to improve our processes.

To make amends and restore your trust in our brand, we would like to offer you a replacement for the substandard product at no additional cost. Our team will ensure the replacement is thoroughly inspected and promptly dispatched to your address. Should you require any assistance, or if you have any questions during this process, our dedicated customer service team is here to support you.

We greatly value your business and appreciate your understanding. It is our highest priority to ensure your satisfaction, and we hope this gesture will demonstrate our commitment to delivering quality products and excellent service.

Thank you once again for bringing this matter to our attention. Please let us know your preferred method for receiving the replacement, or contact us at [Contact Information] to expedite the process.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]