

# Customer Complaint Adjustment Letter with Replacement Shipment

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State ZIP Code]

Dear [Customer Name],

Thank you for bringing your recent concern regarding your order (Order #[Order Number], placed on [Order Date]) to our attention. We sincerely apologize for any inconvenience caused by receiving a [defective/damaged/incorrect] product.

At [Your Company Name], we are committed to delivering quality products and excellent customer service. We have thoroughly reviewed your complaint and confirmed the issue with your shipment. To promptly resolve this matter, we have arranged for a replacement [product name/model] to be shipped to your address provided above, at no additional cost to you.

Your replacement shipment is expected to be dispatched on [Shipment Date] and should arrive within [number of days] business days. We will send you a tracking number as soon as your order is shipped.

If you received an incorrect or damaged item, we kindly ask that you [return/dispose of/repackage] the original product according to the instructions included with your replacement. If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

We greatly appreciate your patience and understanding. Thank you for giving us the opportunity to correct this situation. Your satisfaction is very important to us, and we look forward to continuing to serve you in the future.

Sincerely,

[Your Name]

[Your Title/Position]

[Your Company Name]

[Contact Information]