

Date: [Insert Date]

[Customer Name]  
[Customer Address]  
[City, State, ZIP Code]

Dear [Customer Name],

Thank you for contacting us regarding the recent issue you experienced with your purchase of [Product Name], order number [Order Number]. We sincerely apologize for any inconvenience this may have caused you.

After reviewing your complaint and examining the details you provided, we acknowledge the defect with the product you received. As a company that values customer satisfaction, we are committed to resolving this issue promptly.

We have arranged to send you a replacement [Product Name] at no additional cost. Your replacement item will be shipped to you within [Insert Timeline, e.g., 5-7 business days]. A confirmation email with tracking details will be sent once your order has been dispatched.

To help us process the replacement efficiently, we kindly request you return the faulty product using the pre-paid shipping label enclosed with this letter (or, if by email, attached in the email). Please package the item securely and drop it off at any [Carrier Name] location at your earliest convenience.

We appreciate your understanding and patience during this process. Thank you for bringing this matter to our attention and giving us the opportunity to make things right. Should you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [Phone Number] or [Email Address].

Once again, we apologize for the inconvenience and thank you for choosing [Company Name]. We value your business and look forward to serving you in the future.

Sincerely,  
[Your Name]  
[Your Position]  
[Company Name]  
[Contact Information]