

Sample Response Letter for Defective Merchandise Refund

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing the issue of the defective merchandise to our attention. We sincerely apologize for any inconvenience this has caused you.

We strive to ensure that all our products meet the highest standards of quality, and we regret that this item did not meet your expectations. Please be assured that we take such matters seriously, and your feedback will help us improve our products and services.

As per your request, we are happy to offer you a full refund for the defective item. To process your refund promptly, please return the item using the prepaid shipping label enclosed with this letter. Once we receive the defective product, we will initiate the refund to your original method of payment within [number] business days.

If you need further assistance or have any concerns, please do not hesitate to contact our customer service team at [Customer Service Email/Phone Number]. We value your business and appreciate your understanding.

Thank you for giving us the opportunity to resolve this matter. We look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]