

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely appreciate your recent purchase with [Your Company Name] and thank you for bringing your concerns regarding your order (Order No. [Order Number]) to our attention.

Please accept our heartfelt apologies for the inconvenience caused by both the delay in delivery and the faults found in the product you received. At [Your Company Name], we hold ourselves to a high standard for timely deliveries and product quality, and we regret that we did not meet those standards in this instance.

As agreed, we are processing a partial refund of [agreed refund amount, e.g., \$50] to your original method of payment. We believe this compensation reflects our commitment to resolving your complaint fairly and promptly.

To prevent similar issues in the future, we are currently reviewing our fulfillment and quality control procedures. Your feedback is invaluable in helping us improve.

Again, we are truly sorry for this experience. If you have any further questions or need additional assistance, please do not hesitate to contact our customer service team at [contact information].

We value your business and look forward to the opportunity to better serve you in the future.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Contact Information]