

[Your Company Letterhead]

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

We sincerely appreciate your recent correspondence regarding the [product name/model] purchased on [purchase date]. We regret to learn that the product you received was defective and did not meet your expectations.

Please accept our deepest apologies for any inconvenience this issue may have caused. At [Company Name], we are committed to providing our customers with quality products and exceptional service. We take your feedback seriously and assure you that corrective actions are being implemented to prevent similar issues in the future.

In response to your complaint, we have arranged for a prompt replacement of the defective goods. The replacement product will be shipped to your address at no additional cost within [time frame]. Please use the enclosed return label to send back the defective item at your earliest convenience.

Thank you for bringing this matter to our attention. Your satisfaction is of utmost importance to us, and we hope this resolution reflects our commitment to you as a valued customer. Should you have any further questions or require additional assistance, please do not hesitate to contact our customer service team at [contact information].

We appreciate your understanding and continued patronage. We look forward to serving you again soon.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]