

This sample letter for **customer service adjustment** provides a professional template to address issues related to faulty goods, including a clear explanation of the problem, an apology, and details about the refund process. It aims to effectively communicate the company's commitment to customer satisfaction by acknowledging the defect, offering a timely refund, and ensuring a positive resolution to maintain trust and loyalty.

Customer Service Adjustment Letter Sample

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Dear [Customer Name],

Thank you for bringing your concerns to our attention regarding your recent purchase of [Product Name/Order Number] from [Company Name].

We sincerely apologize for any inconvenience caused by receiving a faulty product. At [Company Name], we strive to ensure all our customers receive items of the highest quality; however, we regret that, in this instance, we did not meet those standards.

Upon reviewing your case, we accept full responsibility for the issue and would like to assure you that this is not typical of our products. We have processed a full refund of [Refund Amount], which will be credited to your original payment method within [Number] business days. Please find the attached receipt for this refund transaction for your records.

If you have not already returned the faulty item, please use the prepaid return label enclosed to send the product back at your convenience. Should you require a replacement, please let us know, and we will arrange for one to be shipped to you as soon as possible.

Once again, we apologize for any frustration or disappointment caused. Your satisfaction is extremely important to us, and we appreciate your patience and understanding as we resolve this matter. If you have any further questions or concerns, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Email Address].

Thank you for giving us the opportunity to rectify this situation. We value your business and look forward to serving you again in the future.

Sincerely,

[Your Name]

[Your Title]

[Company Name]