

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Formal Apology for Defective Product and Quality Compensation

Dear [Customer Name],

This letter serves as a formal apology for the inconvenience caused by the receipt of a **defective product**. We acknowledge the issue with the product's quality and sincerely regret any disruption this may have caused.

At [Company Name], our customers' satisfaction is our highest priority. Upon learning of your experience, we immediately initiated a thorough review and identified the issue. Please rest assured that we are taking corrective action to strengthen our quality control procedures and prevent a recurrence of similar incidents.

To address this matter, we are pleased to offer you the following compensation: [Specify compensation, such as a replacement, refund, or discount]. We hope this gesture demonstrates our commitment to resolving your concern promptly and maintaining your trust in our products and services.

We sincerely apologize once again for any inconvenience caused. Should you have further questions or require assistance, please do not hesitate to contact our customer care team at [Contact Information]. We value your feedback and look forward to serving you better in the future.

Thank you for your understanding and continued support.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]