

Customer Service Resolution

Dear [Customer's Name],

Thank you for reaching out to us regarding the issue you experienced with your [Product Name]. We sincerely apologize for any inconvenience this may have caused you.

After reviewing your feedback and the details of the malfunction, we would like to offer you the following resolution:

- A full refund of your purchase price.
- A replacement product at no additional cost.
- A discount on your next purchase as a token of our apology.

Please let us know which option you prefer, and we will ensure that it is addressed promptly. Your satisfaction is important to us, and we appreciate your understanding.

Thank you for your feedback, which helps us improve our products and services. If you have any further questions or concerns, please do not hesitate to contact us.

Sincerely,
[Your Name]
[Your Position]
[Company Name]
[Contact Information]