

# Apology and Replacement Offer

Dear [Customer's Name],

We are writing to sincerely apologize for the inconvenience caused due to the defect in the [Product Name] you purchased on [Purchase Date]. We take great pride in our products, and we are sorry to hear that we did not meet your expectations.

To make amends, we would like to offer you a replacement at no additional cost. Please respond to this email or contact our customer service at [Customer Service Number] to arrange for the replacement.

Thank you for your understanding and patience in this matter. We value your business and are committed to providing you with quality products and satisfactory service.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]