

Compensation Offer for Product Defect

Dear [Customer's Name],

We hope this message finds you well. We sincerely apologize for the inconvenience you have experienced with your [Product Name] purchased on [Purchase Date]. We take product quality seriously and are committed to ensuring customer satisfaction.

As a result of the defect you reported, we would like to offer you the following compensation:

- Replacement of the defective product with a new item.
- A full refund of your purchase price.
- A discount on your next purchase, as a token of our appreciation for your understanding.

Please let us know which option you prefer by [Response Deadline]. We will initiate the compensation process promptly upon receiving your response.

Thank you for your understanding and patience in this matter. If you have any further questions, please don't hesitate to contact us at [Customer Service Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]